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Memphis, Tennessee
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Memphis, Tennessee 38117-4900

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Hampton Inn & Suites®
Hampton®
100% Hampton Guarantee™
OnQ™ Property Management System
On the House® Hot Breakfast
Hampton's On the Run™ Breakfast Bag
Hilton HHonors®

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Preface

The Hampton Standards Manual ("Manual") has been developed to provide the licensee with the required minimum standards, procedures, rules, regulations, policies and techniques of the Hampton hotel system. These requirements are subject to change, amendment or supplement from time to time by Hilton Hotels Corporation. Also, Hilton Hotels Corporation has the responsibility to ensure compliance with the standards and the authority to grant exceptions to the standards as it deems appropriate and in the best interest of the Hampton hotel system.

To achieve and maintain high standards of quality and service and associated goodwill for the Hampton hotel system, it will be essential that the licensee strictly adhere to all elements of the Hampton hotel system, including, without limitation, the Manual and the license agreement. The licensee must comply with and maintain the standards at a level equal to or greater than the requirements set out in the Manual. Violation of any of these standards by the licensee could be deemed a substantial and material violation or default of the license agreement, and it would be the responsibility of Hilton Hotels Corporation to take the necessary action to protect the integrity of the Hampton hotel system. In addition, the licensor is committed to maintaining these standards in the Hampton hotels under its management.

This Manual is the property of Hilton Hotels Corporation and is provided to the licensee for use and reference during the term of the license agreement. Additions and modifications to the Manual will be sent to the licensee in order to maintain the Manual in a current status. The licensee shall use all reasonable efforts to maintain the confidentiality of the Manual. Upon termination of the license agreement (or commitment agreement to issue a license), the licensee will return the Manual and all other confidential material owned, created or used by Hilton Hotels Corporation without retaining any photocopies.

Questions regarding this Manual or system policies and standards may be referred to:

Hampton Brand Management Team
Hilton Hotels Corporation
755 Crossover Lane
Memphis, Tennessee 38117-4900
Phone: 901/374-5000

Introduction

Hampton branded hotels have been designed to be a superior, moderately-priced hotel providing our guests with a clean, high-quality guest room, free breakfast bar, complimentary local phone calls, complimentary in-room movies, designated smoking and non-smoking rooms and a children-stay-complimentary program. The Hampton system will consist of hotels owned and operated by licensees and hotels owned and operated by Hilton Hotels Corporation

The integrity, reliability and consistency of the Hampton hotel system will be maintained by the use of standards for both facility and service. This Standards Manual has been designed to establish the minimum requirements for the construction, furnishing and operation of a Hampton branded hotel. The Standards Manual is provided by Hilton Hotels Corporation for your use and reference during the term of your license agreement. Periodic inspections of the hotels in the system will be conducted to ensure compliance with the license terms and standards.

By our mutual dedication and cooperation we will make Hampton hotels the leading moderately-priced hotel system in the industry.

About the PDF Manual and Navigation Tips

The electronic (“online”) version of the Hampton Brand Standards Manual is your resource for finding the information you need quickly and efficiently.

The PDF manual performs best if you download it to your computer’s hard drive. While it is fine to browse it online, it is most efficient from your hard drive or a CD if you plan to reference it often.

Downloading the manual

To download the manual to your hard drive:

- Open the manual using Adobe Acrobat Reader
- Click on the “Save a Copy” button in the top left of your Adobe Acrobat screen.
- Determine the folder in which you want to save the manual and click “Save.”

Navigating in the manual

There are several methods by which to quickly and efficiently navigate through the Standards Manual:

Electronic Table of Contents

This lists every section in the Standards Manual. To access this:

- Go to the “Bookmark” window in the left margin of your screen.
- The “Table of Contents” and the “Index” have boxes marked with a “+” sign in front of them. Click on the box for “Table of Contents” and the listing of the various sections will appear, as well as the “Master” table of contents.
- Next, click on the “Master” or specific section (i.e. “Rules of Operation”). This opens the selected table of contents in the manual
- Once the actual page is on the screen, point your mouse to the specific subsection on the table of contents and click. This will automatically take you to that specific page within the manual.
- To view items in other tables of content, go back to the “Bookmark” window and select either the Master or other section table, repeating the above process.

Electronic Index

To find specific topics, concepts or key words:

- Go to the “Index” section of the manual (most easily found by opening the “Bookmark” window as mentioned above) and click.
- To go to any one of those indexed topics, simply click on the page number next to it and you will jump to that page.

Acrobat Reader Search Function

To search for all references of a key word or phrase using the Acrobat Search function:

- Click on the search icon (a pair of binoculars) on the Acrobat Reader tool bar. A search window will open and you can type in the word, phrase or subject you are seeking.
- This function will search the entire manual for any references using your search criteria. It will then display all of the references in the window.
- To go to the areas referenced, simply click on the reference and it will jump to that specific page.

Cross References

You may notice several areas in the manual that provide you with an additional reference other than the standard you are currently viewing. When this occurs, simply click on the blue hyperlink and it will jump directly to that referenced standard.

General Page Navigation

Once you open the manual and a page is open, you can easily navigate using:

- Your scroll bar on the right side, or
- The page up or page down keys, or
- The arrows at the bottom of the page.
- The return key take will take you to the next page as well.

Printing From the PDF

You can print as many copies as needed for hotel use from the online version on your laser printer. Again, it is most efficiently printed from your hard drive or a CD. *It is not recommended to print the entire book online; a few pages at a time printed from online is usually fine.*



Section 100

Rules Of Operation

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**Any questions regarding the contents
of this manual may be addressed to:**

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755 CROSSOVER LANE
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Rules Of Operation

Purpose And Scope

The license agreement requires that the rules of operation as established by Hilton Hotels Corporation and as contained herein, must be observed by each hotel in the Hampton brand system in order to provide the public with a standardized, uniform hotel product identified by the word "Hampton."

These rules, along with the high standards set forth in the building, furnishings, quality of construction and the use of Trademarks, provide the basis for developing and operating a Hampton hotel.

REFER QUESTIONS CONCERNING THESE STANDARDS TO:

Hampton Brand Management
Hilton Hotels Corporation
755 Crossover Lane
Memphis, Tennessee 38117-4900
Phone: 901/374-5000



Friendly service, clean rooms, comfortable surroundings, every time.
If you're not satisfied, we don't expect you to pay.
 That's our commitment & your guarantee. That's 100% Hampton.

Rules of Operation *100% Hampton Guarantee*

Every Hampton hotel must participate in the 100% Hampton Guarantee program and unconditionally deliver the 100% Hampton Guarantee to every guest. If a guest is not completely satisfied—regardless of the reason—he or she must not be charged for the stay. To effectively implement this unconditional guarantee, each hotel owner/operator must:

- A. Train every hotel employee on the importance of guest satisfaction by using the DVDs provided by Hilton Hotels as part of our "Ultimate Service: Make It Hampton" training program. The 100% Hampton Guarantee training must be completed within 14 days of employment at the hotel.
- B. Empower each hotel employee to action the guarantee when needed and give all hotel employees the authority to deliver the guarantee without requiring additional management approval.
- C. Prominently display the Guarantee plaque on the front desk facing the guest—one plaque in the front of each work station.
- D. Complete a 100% Hampton Guarantee voucher for each guarantee invoked including guest's signature. Ensure that voucher information is transmitted to the Hilton Hotels corporate office during each night's audit.
- E. Maintain on property a 100% Hampton Guarantee file, which must include copies of completed guarantee vouchers and back-up documentation, and any other pertinent information related to the guarantee.
- F. The hotel should first attempt to resolve any guest complaints at the hotel level. If a guest contacts the Guest Assistance department with a complaint, it will either be referred to the hotel for resolution or will be resolved immediately by the Guest Assistance Representative. Any complaints referred back to the hotel must be resolved to the guest's satisfaction within 48 hours of notification. If the problem is not resolved within this time frame or if Guest Assistance intervention is required to resolve the complaint to the guest's satisfaction, the hotel will be charged an intervention fee, in addition to any cash refunds or "Be My Guest" cards issued to ensure/promote 100% Guest Satisfaction. Intervention fees are \$200 for Diamond guests, \$150 for Gold guests and \$100 for all others.

When Guest Assistance issues a refund or "Be My Guest" card, the hotel responsible for the complaint will be responsible for the cost of these refunds/complimentary vouchers and will be invoiced as follows. (Refer to [Rule of Operation 107.08](#)) for additional information on the "Be My Guest" card program.)

These charges will be due to Hilton Hotels within 10 days of invoice date. Any unpaid/unresolved charges may be withheld from any payments due to the hotel/licensee on behalf of Hilton Hotels.



Rules Of Operation

100.00 General Rules of Operation

- 100.01 See the previous page for 100% Hampton Guarantee information.
- 100.02 All aspects of a Hampton branded hotel (or any associated facility or service) including but not limited to personnel, buildings, grounds, furnishings, fixtures, decor, equipment, signs, vehicles, linens, supplies, glass, printed matter and any other element thereof that affect the guest directly or indirectly must be maintained at all times in accordance with the high standards of service and physical appearance associated with Hampton branded hotels. (This includes but is not limited to cleanliness, service level, safety, security, wear, adequacy of supply, working order and coordination of color schemes and designs.) This further includes but is not limited to requiring:
- A. A very high state of cleanliness throughout the Hampton hotel.
 - B. A responsive, caring, guest-oriented hotel staff.
 - C. Adequate lighting in all areas.
 - D. Adequate ventilation to maintain all areas free from offensive odors.
 - E. All landscaping, building exterior and interior furnishings and decor (as exposed to the guest) to be professionally designed and coordinated, as specified by standard Hampton hotel plans and specifications.
 - F. All Hampton Team Members must be knowledgeable of their job requirement, be well-groomed, dressed in clean, neat and required wardrobe "i am hampton collection" items by Lands' End (see [Section 500](#) for wardrobe requirements) no later than 6/15/08.
 - G. The hotel, in all aspects of its facilities and operation, to comply with any and all applicable laws, ordinances and regulations.
 - H. Any and all additions or replacements of items included in the [Building and Furnishing Standards](#) (Section 300) of this manual to conform to those requirements prevailing at the time of addition or replacement.
 - I. All use of trademarks to be in strict conformance with the current requirements in the [Trademark and Identity Standards](#), Section 400, of this manual.
 - J. Each hotel should ensure compliance with all construction, equipment, and training requirements as determined by the Americans With Disabilities Act.
- 100.03 Any type of material, activity or entertainment which is not in conformity with the high standards associated with the Hampton name must not be displayed or conducted on the premises. No X-rated movies may be shown or televised at the hotel.
- 100.04 All Hampton hotels must participate in programs (marketing, training, operating, etc.) whether national or regional, which Hilton Hotels designates beneficial to the Hampton hotel system. Current system programs include but are not limited to:
- A. **100% Hampton Guarantee** – Refer to [Rule 100.01](#) for details.
 - B. **Ultimate Service: Make It Hampton** – Refer to [Rule 106.12](#) for details.



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- C. **HHonors** – Entitles guests who have signed up for membership to participate in our guest loyalty program. All Hilton properties are required to participate in this program. Promotional materials must be available at the hotel's front desk kiosk.
- D. **eCheck-In** – Each Hampton property must participate in the eCheck-In program for HHonors guests. eCheck-in is an electronic check-in service that allows Diamond and Gold HHonors members to choose their room numbers prior to arriving at the hotel. This is important to our best guests because it gives them choice, convenience, control and confidence.
 - 1. Diamond and Gold HHonors guests to go to brand.com up to 36 hours prior to arrival to select a specific room number for room assignment. eCheck-in is available to guests beginning at 6:00 am local time on the day prior to arrival until 10:00 pm local time on the day of arrival provided they are eChecking-in at least two hours in advance of the guest-supplied arrival time.
 - 2. Guests are shown room options based on availability, special requests and HHonors tier. Time of eCheck-in and the time of guest arrival also affect which rooms are shown as available for eCheck-in.
 - 3. The hotel completes the check-in process in OnQ. In the OnQ system, eCheck-in is the same as room pre-assignment because eCheck-in rooms are automatically pre-assigned. There is no special reservation status in OnQ for eCheck-in guests.

NOTE: Guests will not be able to request an early arrival or late check-out during the eCheck-in process.

E. **AARP/CARP**

1. U.S. Hotels

Effective September 1, 2007, all Hampton branded hotels are required to have an AARP (ARP) and CARP (CRP) rate plan established in the central reservations system. For U.S. hotels, presentation of AARP/CARP membership card is required in order to obtain the 10% discount off the best available rate.

- a. Requires mandatory participation in the program.
- b. Non LRA
- c. Cannot be combined with other discounted rates.
- d. Does not apply to groups.
- e. Cannot be applied to special event rates.

2. Canadian Hotels

Effective September 1, 2007, all Hampton branded hotels are required to have an AARP (ARP) and CARP (CRP) rate plan established in the central reservations system. Either AARP or CARP member ID *or* proof that the guest is 50-plus years of age is required at check-in.

- a. Requires mandatory participation in the program.
- b. Non LRA
- c. Cannot be combined with other discounted rates.



Rules Of Operation

- d. Does not apply to groups.
- e. Cannot be applied to special event rates.
- F. **AAA** – All Hampton branded hotels are required to have a AAA rate plan established in the central reservation system. Effective January 1, 2005, hotels may offer a 0 percent, 5 percent or 10 percent discount off of the best available rate to AAA members.
 - 1. Rates may vary by location, day of week and seasonally.
 - 2. AAA rate cannot be combined with other discounted rates.
 - 3. AAA rate does not apply to groups.
 - 4. AAA membership card is required at the time of check-in.
- G. **Employee Room Discount Program** – Allows team members not traveling on business to stay at Hilton Hotels Corporation properties at a discounted rate. Team members are responsible for settling all charges upon check-out. This program does not include hotels located within 50 miles of the team member's work or residence. Please note that Hilton Hotels Corporation reserves the right to change, cancel or audit compliance with this program at any time. Participation in this program is mandatory.

Go to <http://www.hilton.com/tmtp> for complete details of this program.

- 1. **Hotel Inventory Requirements**
 - a. Hotels must continue to set aside a minimum of one to three rooms to be offered at these special rates. This Employee Room Discount Program is already established for your hotel. The same guidelines already in place will remain.
 - 1) For Hampton brand hotels with less than 75 rooms, a minimum of one room must be available for sale at the employee discount for each night of inventory.
 - 2) For hotels with 75 or more rooms, a minimum of three rooms must be available for sale at the employee rate for each night of inventory.
 - b. Discounted rooms are available at over 2,000 owned managed or franchised hotels and resorts subject to applicable taxes and hotel guarantee and cancellation policies.

Conrad Hotels, HGVC, and Hilton International Hotels do not offer an employee rate. Conrad Hotels and Hilton International employees are not eligible for the employee rate in this program. Team member must be present at check-in. Go to <http://www.hilton.com/tmtp> for complete details of this program.
 - c. The only blackout dates permissible are for special events. A maximum of 12 blackout days per year are permissible.



Rules Of Operation

2. Reservations

- a. Reservations must be through our Hilton Reservations Worldwide office using the toll-free number, 1-877-54ROOMS (1-877-547-6667) or visiting the Team Member Travel Program Web site at <http://www.hilton.com/tmtp>. Reservations are subject to availability and may not be available during onetime special events.
- b. Reservations at Doubletree Hotel/Suites, Embassy Suites, Hampton brands and Homewood Suites by Hilton may be made up to one year in advance, but no fewer than seven days in advance of your arrival (Embassy Vacation Resorts, no fewer than 21 days in advance of arrival). Reservations at Hilton brand hotels may be made up to one year in advance but no fewer than 14 days in advance.
- c. Contact your general manager with your confirmation number and you will receive a signed Travel Passport. Be sure to keep your Travel Passport in a safe place since you'll need to present it—along with a photo ID—at check-in. Go to <http://www.hilton.com/tmtp> for complete details of this program.

3. Rates/Discounts

- a. Team members pay a discounted flat rate, depending on the brand they visit.

DESTINATION PROPERTIES	TEAM MEMBER RATE
Hilton Garden Inn/Hilton Suites	\$39 per night
Hilton Hotels & Resorts	\$49 per night
Hilton Specialty Properties	\$59 per night
Doubletree Club Hotels, Hampton Inns, Hampton Inn & Suites	\$29 per night
Doubletree Hotels and Resorts, Homewood Suites, Embassy Suites Hotels	\$39 per night
Hilton Premium Properties	50% discount
Embassy Vacation Resorts	\$125

Please see the team member travel program on OnQ Insider.

- b. Some hotel operated restaurants may offer a 25 percent food and beverage discount (excluding bar and lounge charges). The destination hotel must make this information available for the visiting team member at check-in.

4. Participation in this program is mandatory.

H. **Be My Guest Cards** – Refer to [Rule 107.08](#) for details.

- I. **Travel Agent Commission Program** – Requires all licensees to participate in the centrally paid Travel Agent Commission Program and to reimburse the Hampton system by the 15th of the month for commissions paid the previous month.



Rules Of Operation

- J. **Global Distribution System** – Requires all licensees to participate in the centrally paid GDS booking fees (and all other third-party bookings) and to reimburse the Hampton System by the 15th of the month for booking fees paid the previous month.
- K. **Unlimited Budget Program** – Requires all licensees to participate in the centrally paid Unlimited Budget Program and to reimburse the Hampton system by the 15th of the month for commissions paid the previous month.
- L. **Quality Assurance Program** – Requires all hotels to participate in our centrally-managed QA process. All hotels must adhere to the requirements outlined in the current QA program, and will receive periodic unannounced evaluations which will result in an overall grade. Current QA criteria may be obtained through the QA Department. See [Rule 119.01](#) for more information on Quality Assurance evaluations.
- M. **Total Solution** – Hilton assumes certain lease payments from preferred lessors for the hardware needed to support the OnQ Property System network. This mandatory program allows Hilton Hotels Corporation to ensure that the hardware used at the hotel level to drive all of our technology tools and resources, is kept refreshed in today's ever changing world of computer hardware (see [Rule 120.07](#)).
- N. **Make It Hampton** – All Hampton brand hotels are required to comply with all *Make It Hampton* components. These components consist of both product and service elements. Selected items are proprietary to the brand and must be purchased through approved distributors and/or manufacturers.

All components must be implemented in their entirety and as a package, and within the timeline and the implementation plan as communicated to all hotels. Selected items in this initiative will be proprietary to the brand, and as such, must be purchased through approved distributors and/or manufacturers.

NOTE: Hotels engaged in an active Product Improvement Plan (PIP) must complete all required components within the specified PIP time frame.
- O. **Be Hospitable** – Team members must complete Be Hospitable training within 30 days of start date.



Rules Of Operation

- 100.05 A printed copy of the *Hampton Standards Manual* is no longer required at each property. The Hampton Standards are available on OnQ Insider > Hampton Brand.
- 100.06 Solicitation of guests by outside vendors or employees is strictly prohibited. Solicitation material is strictly prohibited from being on the front desk or in the lobby/breakfast area.
- 100.07 High-speed Internet Access (HSIA)
 Note: All hotels must transition to the Stay Connected HSIA program by December 31, 2008.
 Hotels must have high-speed Internet access installed in 100 percent of guest rooms/suites with either wired or wireless solution and must be complimentary to guests.
- A. For Wired Solutions – A physical connection must be plainly visible on the desk top. An Ethernet cord is required to be present at all times in the guest room. See [Standard 613.00](#) for complete requirements.
 - B. For Wireless Solutions – Wireless 802.11b or 802.11g (dual mode) Ethernet bridges must be provided at the front desk for at least 10 percent of the total number of guest rooms. These devices must be plug-and-play and must not require any configuration of the guest's laptop or the wireless bridge.
- 100.08 Hampton.com Images
 All Hampton Inns and Hampton Inn & Suites must make available still property images on the brand Web site www.hampton.com. Hotels may load multiple images free of charge. For information on loading images, consult the following Web site: OnQ Insider > Hampton Brand.
- A. Hampton Inn hotels must have a minimum of four still images of their hotel.
 - B. Hampton Inn & Suites hotels must have minimum of five still images of their hotel. The core four as indicated for the Hampton Inn brand, plus a guest suite image.
 - C. All online images of the hotel or property must adhere to the following:
 - 1. No hotel may have more images on a third-party or stand-alone Web site than it has posted on www.hampton.com.
 - 2. Images must be an accurate representation of the hotel facilities and rooms.
 - D. Specific required images to be available on www.hampton.com are as follows:
 - 1. Exterior
 - 2. Breakfast area
 - 3. Front desk/lobby
 - 4. Standard guest room
 - 5. Guest suite (for Hampton Inn & Suites)



Rules Of Operation

E. Other ideas (ideal but not mandatory) are:

1. Swimming pool
2. Fitness center
3. Conference/meeting room
4. Business center
5. Image of each room type
6. Local area images

100.09 All hotel public spaces, including hotel entrance areas, must be non-smoking 24 hours per day. All hotels should designate a smoking area for meeting room attendees, groups and team members. The smoking area should be away from the main entrance with a smoking post provided. Hotels electing to be 100% smoke-free must provide an area away from any primary entrance way or porte cochere to direct all smoking guests. A smoking post must be provided here in addition to the smoking post located at the front entrance.



Rules Of Operation

101.00 Standard Features

The Hampton Trademark stands for a series of hotel services and features which, taken together, support the hotel guest's perception that Hampton stands for an up-to-date consumer-oriented lodging experience designed to meet the needs of both business and leisure travelers. The features detailed in the sub-sections below reflect features integral to the maintenance of the value of the Hampton Trademark.

101.01 The complimentary On the House Hot Breakfast must be available to all guests at no charge in the lobby of the hotel between the hours of 6:00 a.m. to 10:00 a.m. each day. The complimentary Hampton's On the Run Breakfast Bag must be available from 5:30 a.m. to 10:00 a.m. Monday through Friday. See [Standard 200.03](#).

101.02 Public perception of the Hampton Trademark, and the service and value orientation of a Hampton branded hotel, is adversely affected by hotel practices which impose additional charges for non-toll local phone calls or surcharges for long distance calls not charged to the hotel. Such activity impairs the value of the licensed Trademark and is directly contrary to the objectives of the license agreement.

Accordingly, hotels will offer the following services:

- A. Complimentary local calls
- B. Complimentary 0+ dialing
- C. No charge for toll-free calls (800, 888, 866, 877 etc.)
- D. No surcharge for long-distance calls not charged to the hotel
- E. No surcharge for calling card calls
- F. Credit card rates from AT&T or if an alternate carrier is used rates must be less than or equal to the AT&T credit card rate.
- G. No long-distance access charges
- H. No charge for data port usage utilizing local or toll-free calls

101.03 All hotels are required to make available in every guest room/suite a clear and meaningful explanation of the following guest room/suite telephone information. This information must be displayed in the Guest Services Directory ([Rule 118.12](#)).

The three pieces of information are:

- A. The name of the carrier with whom the hotel has contracted for long distance (0+) service

NOTE: If the hotel has contracted with an alternate provider (even one that in turn uses AT&T lines underlying their delivery of service), the name of that alternate provider must be displayed.

- B. A method to obtain information on what rate the guest will be charged for their call.



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- C. A method to obtain assistance when there has been a problem or to get other information about the long distance service.

The following example of this notification is for format only.

Recommended: AT&T as the long distance carrier for the hotel.

- 101.04 Each guest room/suite must have a telephone at the nightstand (see [Standard 309.13B](#)) equipped with a 25-foot cord and a message light. (See Standard 604.00 for additional details.) Adaptor plugs are not permitted. An additional phone may be provided at the desk. If two phones are available, each must be equipped with a 15-foot cord. In studio suites, phones are required at the nightstand and at the desk. Emergency dialing instructions must be displayed on the telephone face plate. A speed-dial button may be used as long as the telephone face plate displays the emergency dialing instructions in the event the speed-dial button is inoperable.
- 101.05 Guest room telephones must have a face plate with a minimum of the following dialing instructions.

We have selected XYZ Company as the long distance carrier for calls dialed 0 + area code + telephone number.

For XYZ Company rate information,
access an outside line, then dial 0 + area code +
telephone number + 0 or 1 + area code + telephone + 0.

For other questions or customer information on 0 + service,
access an outside line, then dial 1-800-xxx-xxxx for an XYZ
Company representative.

If the phone has other special features, i.e., hold, transfer, conference, speaker, automatic wake-up call service, etc., instructions for operation of these features must also be displayed on the faceplate. Replace the "xxx" in the following list with the appropriate digits for your hotel.

- A. Dial xxx for local calls
- B. Dial xxx for long-distance calls charged to your credit card/collect calls
- C. Dial xxx for long-distance calls charged to your room
- D. Dial xxx for international calls
- E. Dial xxx for 800 access
- F. Dial xxx for hotel operator
- G. Dial xxx for hotel services
- H. Dial xxx for emergency
- I. Dial xxx for messages (voice mail access)



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- J. Dial xxx for directory information
 - K. Dial 1-800-Hampton for reservations
 - L. How to call room-to-room
 - M. Room number
 - N. Hotel name
 - O. Hotel address
 - P. Hotel phone number
 - Q. Hotel fax number
 - R. An efficient voice mail/messaging system must be used as a part of the standard phone system, with posted, easy to understand operating instructions.
- 101.06 A free in-room premium movie channel and guide must be provided to all guest rooms 24 hours daily. The following are considered acceptable premium channels: HBO, Cinemax, Showtime, Disney Channel, The Movie Channel and STARZ.
At a minimum, ABC, CBS, NBC, CNN Headline News, Fox and ESPN must be provided at no additional cost on each guest room/suite television set.
If the hotel chooses to go with Lodgenet as the hotel's free to guest provider, the following channels are required: HBO, ESPN, ESPN2, CNN, CNN Headline News, TNT, TBS, CNBC, The Weather Channel, The Cartoon Network, Comedy Central, MTV, Nickelodeon, A&E, History Channel, ABC, NBC, CBS, Fox and PBS.
Recommended: Full basic cable service
- 101.07 No charge can be made for children 18 years of age and under, staying in the same room as their parent(s) and using existing furnishings.
- 101.08 Non-scents
Each Hampton hotel must implement and utilize Hampton's odor elimination program, "non-scents." The "non-scents" program requires:
- A. Proctor and Gamble dilution center must be installed.
 - B. Housekeeping must use the Febreze Linen and Sky Fabric Refresher in each room serviced as outlined in the "non-scents" job aid located on OnQ Insider > Hampton Brand.
 - C. Smoking or rooms with malodors must also be treated with Febreze Linen and Sky Air Effects.
 - D. No other scent may be utilized at the hotel, with exception to the the public restrooms.
 - E. Maintaining an ozone machine on property for use as needed is optional.
- NOTE: Hotels may use ozone generating air purifying units but the "non-scents" program is required.



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- 101.09 All Hampton hotels are prohibited from selling alcoholic beverages and tobacco products. Beer kegs, beer taps or portable bars may not be present in the lobby or breakfast bar. Hampton Inns and Hampton Inn & Suites hotels are allowed to sell bottled alcoholic beverages (beer and wine only) in the Suite Shop with required local licensing, training, certification, insurance, etc.
- 101.10 Hotels with no on-site fitness centers must provide guests access to a local facility. A nominal charge to guests may be required for off-site facilities.
- 101.11 Complete coffee, tea and hot cocoa service must be available to all guests at no charge in the lobby of the hotel 24 hours a day. See [Breakfast Standards 202.00](#) for details
- 101.12 Complimentary *USA TODAY* newspapers must be available for two-thirds or 67 percent of occupied rooms Monday through Friday and displayed in the breakfast menu/newspaper kiosk. International properties may substitute a local or national newspaper printed in the local language with approval of the Hampton Brand Management Team.
- New properties that need to establish *USA TODAY* subscription service should call *USA Today's* national account manager at 303-487-5425. The national account manager will direct properties to the correct *USA TODAY* regional office.
- If a hotel chooses to deliver the paper to all occupied guest rooms/suites the following must be implemented:
- A. Order enough papers for 100 percent of the occupied guest rooms/suites.
 - B. Include the required verbiage on the guest registration folio:
"I have requested weekday delivery of *USA TODAY*. If refused, a credit of 75¢ will be applied to my account."
 - C. Provide delivery of the newspaper to the door of all occupied guest rooms/suites by 7:00 a.m. in the approved bag placing it on the door handle (if the newspaper will slip completely under the guest room door, no bag is needed).
 - D. The front desk cannot be left unattended. Additional personnel (i.e., a maintenance or housekeeping employee) will be needed to deliver papers.
- Please note: Delivery of the USA TODAY newspaper to the guest room/suite is required for all HHonors members.*
- 101.13 For Hampton brands, all high-speed Internet access service is deemed to be "complimentary to the guest." No other pay for usage services are authorized.
- 101.14 Hampton Branded Music
- A. Hampton branded music is required in the following areas:
 - 1. Lobby
 - 2. Breakfast area
 - 3. Elevator lobby (first floor)
 - 4. Porte cochere
 - 5. On-hold messaging



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B. Public Space Music Requirements

This standard is to ensure a consistent music and messaging operating experience from property to property. The following items represent the standard system components and quantities for all Hampton properties. The quantities have been determined utilizing the latest Hampton Inn prototypical lobby templates. Not all properties reflect these templates. Floor plans and square footage may vary from location to location; this will require adjustments to the speaker layout based on site conditions. An analog telephone line is required for system operation/updates.

The speaker layout is based on an average coverage pattern of 200-250 sq. ft. per speaker. Areas of Coverage: outside entrance, reception, breakfast lounge and elevator lobby (first floor). Speaker counts may vary. All source equipment will typically be located in the PBX room. Also see the 600 Information Technology section, [Standard 614.00](#).

Hampton Branded Music has been specifically tailored to the Hampton guest demographic. The mix of music is warm and welcoming, exuding a rich natural texture. Song arrangements are classic with quality musicianship and a keen sense of melody. Diversity and depth are achieved by drawing from a dynamic pool of varied music styles, creating an experience that is both subtle and significant. This music is provided on a digital hard drive which stores and plays back both music and message files.

C. On Hold Messaging

A single-voice message database has been developed with the Hampton Marketing team. This allows the Hampton Brand team the ability to support creative direction and control the brand message that the Hampton guest hears when calling a Hampton property. In addition, Hilton programs, promotions, etc., can be mentioned. The current system provides 90-day updates to the messaging program. The mix of music is warm and welcoming, exuding a rich natural texture that is specifically tailored to the Hampton guest demographic. Song arrangements are classic, with quality musicianship and a keen sense of melody. Diversity and depth are achieved by drawing from a dynamic pool of varied music styles, creating an experience that is both subtle and significant.

Each property/owner has the ability to customize two individual on-hold messages. On hold messaging allows each property to contact DMX directly by e-mailing the messaging department at messaging1@dmx.com to select the Standard Hampton Inn Corporate messages for their property. It also gives quick access to the Message Marketing Center to create up to (2) two "signature" or custom messages on a monthly, quarterly, or annual basis, dependent upon your contract terms. This feature gives each property the ability to market their unique amenities, highlight local attractions and schedule message updates quickly and easily.



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102.00 Guest Services

- 102.01 Telephone switchboard service must be operated on a 24 hour a day basis. Initial calls into the hotel switchboard must be answered in person. Automated attendants (automated systems that answer/transfer calls) are not permitted. Once answered, an on-hold message reminding callers that a service representative will assist them shortly is acceptable. Automated interceptors (automated systems that answer on the fourth ring) are acceptable as long as there is an on-hold message reminding callers that a service representative will assist them shortly.
- 102.02 Reservation requests at the hotel must be processed for guests 24 hours daily.
- 102.03 Personnel must offer to find other available Hampton brand hotel accommodations in the area when the hotel is filled. However, if there are no Hampton hotel accommodations in the area suitable to the guest, personnel must offer to find other suitable accommodations within the Hilton family brands. If there are no other Hilton brand hotels available, suitable accommodations for the guest should be secured.
- 102.04 No charge must be made for baby cribs.
- 102.05 The charge for rollaway beds must be in accordance with the hotel's current reservations system rate information.
- 102.06 Every hotel will prominently display in the lobby the current Hampton directory in the front desk kiosk.
- 102.07 All guests must be called within one hour of check-in. This call must include confirmation of comfort and quality of the room, an offer of a wake up call, a thank you for their business, verification of their airline mileage choice as well as reminder about the 100% Hampton Guarantee.
- Guest call-backs are not required for check-ins after 9:00 p.m. Documentation of these calls must be maintained for 60 days. A call-back log sheet should document each guest room/suite number, guest name, check-in time, call-back time, comments if applicable and GSR initial.
- 102.08 Parking must be free to registered guests.
- 102.09 In-room advertising must be permitted only in the Guest Service Directory and may include:
- A. Hampton Inn hotel services and facilities. (Promotion of any company that competes with any business of Hilton or its affiliates is prohibited.)
 - B. Facilities offering goods, food and beverage services, or entertainment in the area in which the hotel is located.
- 102.10 Hotels must use the red "freshen please" service signal card. The HHonors postcard is located with the water and snack and is not required when a guest participates in MY WAY.



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- 102.11 Each hotel must have available at the front desk a professionally printed property map to provide guests that contains at a minimum the following information:
- A. The location of guest rooms, parking, vending and all other hotel facilities. The map must identify all ADA accessible features.
 - B. Appropriate service establishment names, telephone numbers, locations, and hours of operation to include but not be limited to restaurants, service stations, laundries, drug stores, etc.
 - C. Local area places of worship with telephone numbers.
- 102.12 Each hotel must ensure compliance with all equipment, construction and training requirements as required by the [Americans With Disabilities Act](#).
- 102.13 A facsimile (fax) message sending and receiving service must be available to the Hampton guest 24 hours daily. The fax machine must have a dedicated phone line, not an extension from the hotel switchboard. The hotel staff must be available to assist the guest.
- A. The hotel may not charge a guest to receive an incoming fax.
 - B. To send a domestic fax, charges are not to exceed \$2 per page.
 - C. To send an international fax, charges are not to exceed \$5 per page.
- 102.14 Every hotel will make available free to guests, upon request, the following toiletry items: comb, shaving cream, disposable razors, shower cap, toothbrushes and toothpaste. See [Section 400](#) for an illustration of the approved tray that acts as signage for this program.
- 102.15 Managers-on-duty and front desk staff must be able to communicate with guests in English, as well as in the official language of the country in which the hotel operates.
- 102.16 Hotel must provide at a minimum one luggage cart for every 50 rooms in the hotel.
- 102.17 Hotel must provide Express Check-out to all guests paying with a credit card or advance deposit.
- The hotel has two options in delivering Express Check-out to non-HHonzors guests.
- A. Print all Express Check-out folios and seal each one with a 100% Hampton sticker. Write the guest room/suite number on each sticker. Deliver Express Check-out to all occupied guest rooms/suites by 7:00 a.m. daily (this is the brand recommendation), or
 - B. Print all Express Check-out folios and seal each one with a 100% Hampton sticker. Write the guest room/suite number on each sticker. Arrange folios in numerical order and place them at the front desk so that they are available to guests by 7:00 a.m.
- Please note: Express Check-out folios delivery is required to HHonzors members. See [Rule 112.04](#) for further details.
- 102.18 Hotel must offer same day dry cleaning and laundry services to guests at least five days per week. A detailed laundry service ticket and laundry bag are required in each guest room/suite.



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102.19 Service Animals

Hotels are required to comply with the American With Disabilities Act (ADA) governing service animals. Hotels are prohibited from requiring a pet deposit for a guest's service animal or pets of any kind. Also, hotels are prohibited from denying an owner of a service animal a guest room as this would be a violation of the ADA.

Required: *Effective January 1, 2008, General Managers must be certified in the e-learning course, Hampton Animal Service Training as found under Hilton University on OnQ Insider.*

It is recommended that this training be completed by your staff. Additional training videos and materials may be obtained from the Delta Society at <http://www.deltasociety.org>. A list of commonly asked questions concerning service animals may be found on the United States Department of Justice Web site at <http://www.ada.gov/archive/qasrvc.htm>.

102.20 Hotels with 75 rooms or less must provide a minimum of three rollaway beds. Hotels with 76 or more rooms must provide a minimum of five rollaway beds.

102.21 Hotels with 75 rooms or less must provide a minimum of three cribs. Hotels with 76 or more rooms must provide a minimum of five cribs.

102.22 Guest Room First Impression

All reserved and potentially sold guest rooms must be prepared for guest arrival with the following procedures:

- A. Set the HVAC in the guest room to a comfortable temperature (based on the temperature of the day and the guest's comfort—extreme heat and cold is not recommended).
- B. Leave one light on in the room, next to the bed.



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103.00 Methods of Payment

- 103.01 American Express (including Optima Card), Diners Club, Carte Blanche, VISA, MasterCard and Discover must be accepted at all hotels for rooms, telephone charges, miscellaneous charges and advance deposits.
- 103.02 Cash or money orders must be accepted as methods of payment for guests' current stays. Guests must not be charged a deposit fee for a room key, television pay movie service, guest access devices (GADs), pets or telephone service (whether the guest is paying by cash or credit card). Individual guests, those not associated with a group, may not be charged a damage deposit. No additional charges must be imposed on guests for smoking in a non-smoking guest room or violation of hotel pet policy. Guests may not be charged an additional amount for any permanent structure or feature of guest room/suite (i.e., in-room safes, bottled water, snacks, bedding, towels, high-speed Internet access [HSIA], collateral, GADs, etc.). No charge must be made for baby cribs or for use of microwave and/or refrigerators. The charge for rollaway beds must be in accordance with the hotel's current reservations system rate information.
- 103.03 Hampton hotels are required to accept and honor, as a form of payment, multi brand guest certificates that feature Hampton, Embassy Suites, Homewood Suites, Hilton Garden Inn and Doubletree Hotels (suites, resorts and clubs).



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104.00 Room Rates

- 104.01 Room rates are to be determined by each franchisee at his/her discretion. Room rates charged must not be higher than the rates listed in the reservation system. These rate levels are available to the hotel-LV0 high demand, LV1 right rate, and LV2 length of stay rate.

The rate effective in the reservation system when the reservation is made is guaranteed.

Please note: Any changes to the arrival date are subject to availability and possible rate change.

In the event that room rates increase prior to the date of arrival, the guest may not be charged more than the rate guaranteed at the time of the initial reservation booking.

If a guest advises Hilton Hotels of a rate discrepancy, Hilton Hotels will verify the complaint and resolve the matter by mailing a refund to the guest. The hotel must reimburse Hilton Hotels Corporation for the amount of the refund and intervention fee.

- 104.02 Hotels must make available all rates and inventory available to the general public through Hilton Hotel Corporation proprietary booking channels (HHC Channels) which include: Hilton Reservations Worldwide, Brand.com Web sites and OnQ. No general public rate offering may be sold through any non-Hilton Hotels Corporation Web site or any other channel (including third-party resellers/wholesalers, merchant model Web sites, GDS, etc.) unless that rate is also made available (at no less favorable terms) to the HHC Channels.

All general public rate offerings must be consistent across all HHC Channels. If you choose to provide non-Hilton Web sites or any other channel (including third-party resellers/wholesalers, merchant model Web sites, GDS, etc.) with a general public rate offering that is lower than what is currently being offered through the HHC Channels, you must make that new lower rate available through the HHC Channels.

Hotels are permitted to provide lower rate offerings to third-parties without having to offer the same low rates to the HHC Channels only if:

- A. The hotel brand is not apparent at the time of purchase (true opaque channels; review HHC accreditation standard for those that are approved.)
- B. The third-party is a wholesaler who resells bundled packages to the guest where the hotel rate is not discernible.

Guests serve in a discovery role to report any inconsistencies to this standard with data collected through Guest Assistance. Offending hotels are charged the actual cost of resolution (at a minimum, honoring the lowest price) plus the current Guest Assistance intervention fees.

- 104.03 Distribution Standard

Any property that chooses to offer inventory, either directly or indirectly, must comply with all of the provisions of this Standard, which includes:

- A. For online merchant (wholesale) or opaque distributors: Offer inventory only when HHC has accredited (or temporarily accredited) a distributor.
- B. Comply with the terms of the Best Available Rates Integrity and Consistency Standard. Actual selling rates (wholesale, retail, or otherwise) are determined by each hotel.



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- C. Comply with the terms of all Web site and Trademark Protection Standards such as (but not limited to):
 - 1. Refrain from bidding on or purchasing keywords containing HHC trade names or trademarks (i.e., individual properties may only buy brand neutral keywords and/or the hotel's official name as listed in your Brand Directory).
 - 2. A hotel is not authorized to permit use of HHC trade names or trademarks to any distributor. This includes advertising or any other direct or indirect marketing (i.e., affiliate programs, metasearch, etc...).
 - 3. Any content provided by the hotel to an accredited distributor must also be provided to HHC for its branded Web sites and is subject to HHC review and approval in HHC's discretion.
 - D. HHC accreditation standards require that if a hotel participates with third party online merchant distributors, then the hotel must participate with all accredited distributors approved by HHC when offering merchant model inventory. If the hotel chooses to participate with an HHC accredited opaque site, it is required that those sites make our brand non-apparent at the time of booking in order for the hotel to participate. Hotels aren't required to participate with all accredited opaque sites.
 - E. A hotel that signs any agreement with a HHC Accredited Distributor must work with ALL Accredited Distributors (i.e., all accredited third-party online merchant distributors when offering merchant model inventory, and all accredited third-party online opaque distributors when offering opaque inventory).
- 104.04 Highest seasonal room rates or rates dictated by local or state ordinance must be posted conspicuously in all guest rooms.
- 104.05 When *electronic rate signs* are included as a part of the on-premise sign package, compliance with the following is required:
- A. Rooms must be available for sale for the rate posted.
 - B. The word "single" shall mean:
 - 1. The rate displayed is the one person rate for available advertised rooms and,
 - 2. The normal multiple occupancy differential will apply.
 - C. The words "all rooms" shall mean:
 - 1. All rooms (both single and multiple occupancy) will be sold at this rate;
 - 2. All guests will receive the rate displayed for that day regardless of check-in time; and
 - 3. The rate will not be raised during that one day period.

These restrictions also apply to banners, billboard snipes and/or any other temporary or permanent signage that displays rates.
 - D. At the time of re-licensing/change of ownership electronic rate signs will no longer be permitted and must be removed.



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- 104.06 Promotional signs or banners may not be attached to the building grounds or sign on a permanent basis. These signs may only be used on a temporary basis for no longer than a total of 30 days and an approval must be granted in writing by Hampton Brand Management.
- 104.07 All services typically provided to hotel guests (standard complimentary breakfast bar, housekeeping services, etc.) must be provided to each guest room, regardless of the rate charged.
- 104.08 With exception of rate plans that float as a percentage off BAR, room rates charged to guests must be in whole-dollar amounts and inclusive of all operating costs and expenses required to deliver core brand product and service components. Room rates listed in the various booking channels must be listed as a fixed dollar amount for a single hotel guest (single rate) and a fixed-dollar amount for two or more guests occupying the same room (multiple rate). Extra person charges (beyond two people) are not permitted.
Posting of specific incremental changes for core product and service elements (labor/service fees, energy charges, resort fees, etc.) is prohibited.
- 104.09 Accessible Room Rates - If all the accessible rooms in the hotel are of one room type (i.e., either all kings, double/double, singles, etc.) but non-disabled guests have a choice of room types at different rates, the hotel must charge the lowest non-accessible room rate for an accessible room.
- 104.10 A key component of the Hampton Brand's pricing philosophy is that there can be a maximum of 15 percent between value levels. The LV0 rate cannot be more than 15 percent higher than the LV1 rate and LV2 cannot be more than 15 percent lower than the LV1 rate.
- 104.11 Hotels may not differentiate room type accommodation pricing based solely on the smoking or non-smoking attribute, e.g. pricing a standard king non-smoking room accommodation type at a premium or at a discount to a standard king smoking room accommodation type. Pricing parity must be maintained for all comparable smoking and non-smoking room type accommodations.



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105.00 Reservations

- 105.01 An advance reservation offer must be made to each guest at the time of check-out or check-in.
- 105.02 There must be no charge to the guest when making a Hampton hotel reservation.
- 105.03 Hotels must make Hampton hotel reservations and cancellations in accordance with established procedures for up to 357 days in advance.
Every Hampton hotel must make a minimum of 85 percent of its total rentable rooms available for sale through the central reservation system for each day in inventory. (Exceptions granted during pre-determined special event periods.)
- 105.04 All licensees with OnQ property management system are required to participate in the centrally paid Travel Agent Commission Program administered by the Distribution Partner Services (DPS) department and to reimburse the Hampton Inns system by the 15th of the month for commissions paid the previous month.
The DPS will only pay commissions to bona fide sellers of travel and members associated with the Affiliates program.
- A. Generally up to a 10 percent commission is paid on all general public and other commissionable rates for the first five nights of a stay. For any five nights or less, the full commission will be paid. For stays longer than five nights, a 10 percent commission will be paid for the first five nights, all subsequent nights are non-commissionable.
 - B. Should a hotel choose to pay additional commissions beyond those required, the additional commissions will not be paid centrally. It is the hotel's sole responsibility to pay any additional agreed upon amount.
 - C. Commissionable rates include: AARP rates, Triple A (AAA) rates, Government rates, Consortia parity rates, best available rates, and rates identified in the reservation systems as such.
 - D. Hotels are required to submit their travel agency commission reports nightly via the OnQ Property Management System.
 - E. For hotels located outside the United States, payments to agencies based in the same country as the hotel may need to be made from the property. Please call the DPS Help Desk at 800-325-5020 with any questions.



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- F. For commission inquiries, travel planners can call the Perot Travel Planner Helpline at (800) 873-1215, Mon.-Fri. 8:00 a.m. to 5:00 p.m. EST, *or* write to:

Perot Systems TACS
Attn: Commission Inquiry
13880 Dulles Corner Lane
Herndon, VA 20171

or fax the inquiry to Perot Systems TACS at (703) 480-6917

or email to TACS.CUSTOMERSERVICE@PS.NET

Travel planner commission inquiries will be posted on the Perot Systems Web site <http://ce.tacsnet.com>.

- G. Commission inquiries must be researched for a period of up to six months after the departure date of the reservation.
- H. Hilton's Distribution Partner Services department reserves the right not to pay commissions to a travel agent if in Hilton's reasonable judgment the agent does not engage in sound ethical, business and legal practices in the operation of its business.

For additional information regarding the Travel Agent Commission Program, please see the DPS Web site on OnQ Insider.

- 105.05 Reservations must be held until 6:00 p.m. host hotel time, except for Payment Guaranteed All Night Reservations and reservations secured by advance deposits, each of which must be held all night until check-out time the following morning.
- 105.06 The hotel is required to accept a guest's guarantee for reservations by one of the following methods:
- A. By payment of a one night's advance deposit, including tax, *or*
 - B. By providing a billable (and collectable), acceptable credit card number which must be submitted to the credit card company for payment should the guest either fail to arrive *or* to cancel the guaranteed reservation by 6:00 p.m. (host hotel time).
- 105.07 If a hotel cannot honor a 6:00 p.m. reservation, the hotel must find suitable accommodations for the guest at another Hampton hotel. If one is not available, then convenient accommodations must be found at another comparable hotel. The difference between the rate charged at the alternate accommodations and the rate at the Hampton hotel must be paid by the host hotel.
- 105.08 If a hotel cannot honor a Payment Guaranteed All Night Reservation, the hotel must pay the full cost of the first night's lodging rate at another Hampton hotel. If one is not available, then accommodations must be found at another convenient, comparable hotel. In addition, the hotel must offer to pay for one long distance phone call for the guest to notify family/associates of the change *and* for transportation to the alternate hotel, if needed.
- 105.09 Room types (bedding type, smoking/non-smoking and accessible rooms) are guaranteed when a reservation is made for a specific room type in the reservations system. Special requests are not guaranteed.



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- 105.10 Cash, money orders and credit cards must be accepted for advance deposit reservations made for other Hampton hotels. This payment must be forwarded within three working days to the host hotel.
- 105.11 If no special deposit policy is established in the reservation system, an advance deposit reservation booked as "need deposit" can be cancelled if no deposit is received 72 hours prior to arrival.
- 105.12 Guarantee, deposit and cancellation policies effective in the reservation system when the reservation is initially made are guaranteed.
- 105.13 Groups and Meetings Request for Proposal
All Hampton hotels must respond to group leads within four business hours of the origination time for the lead. All leads are sent via e-mail to your generic distribution list or via OnQ Sales & Events. This response time includes all leads generated from Hilton Direct, Hilton Sales Worldwide, hampton.com and hiltonfamily.com, as well as other Internet sites that require a response in GroupQ. Responses must be recorded in OnQ Sales & Events for all hotels with access to OnQ Sales & Events.
- 105.14 If a guest is charged for a guaranteed no-show, a letter must be mailed to the guest informing him or her of the charge, the reservation confirmation number, the amount of the charge and the credit card charged. A hotel contact and phone number must be noted should the guest have any questions regarding the charge. Documentation of these letters should be retained at the hotel.
- 105.15 If your hotel's accessible rooms have only one bed, and guests requiring these handicap accommodations require two beds to accommodate their needs, a complimentary alternative (free use of a rollaway bed or complimentary connecting room) must be provided to the disabled guest.



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106.00 Learning And Development

- 106.01 An individual must be currently employed in the Hampton system to be eligible to participate in training courses offered by Hilton Hotels.
- 106.02 Hilton Hotels reserves the option to conduct employee training periodically. Attendance will be mandatory if training is determined necessary by Hilton Hotels. Employees will be required to achieve certification upon completion of training. Depending upon the employee's position and the type of training, recertification may be required periodically.
- 106.03 General Manager Requirements
 - A. Every Hampton Inn/Hampton Inn & Suites must have a full-time general manager who may not hold that position at another hotel. Full-time is equivalent to spending a minimum of 40 hours per week at the hotel. The general manager must have at a minimum two years experience as a general manager or an assistant general manager of a Hampton Inn or Hampton Inn & Suites hotel or equivalent. A qualified manager must be employed within 90 days of the position being vacated and must complete the certification process within 90 days of hire or within 180 days of the position being vacated, whichever comes first. (See [Rule 106.04](#) for certification requirements.) In the absence of a qualified general manager, a competent management company must be employed with no less than a two-year management contract. (Hampton Brand Management Team reserves the right to approve all management companies.)
 - B. The general manager must be able to communicate with guests in English, as well as in the official language of the country in which the hotel operates.
 - C. If the general manager also holds the position of area/regional manager over several hotels, the general manager's base hotel must have a full-time property manager. This property manager must be trained and empowered to make decisions regarding guests and employees. The property manager must be certified in the General Manager Leader Program within 90 days of assuming that position. (See [Rule 106.04](#) for certification requirements.)
 - D. A portion of on-going general manager training is conducted annually at the brand conference or regional workshops. Attendance of these events is mandatory for general managers.
- 106.04 Hampton Leader Program

Every general manager must be certified in the Hampton Leader Program prior to opening a new Hampton branded hotel. Those general managers assuming positions at existing hotels must be certified in the Hampton Leader Program within 90 days of assuming the position. The general manager must complete the certification process within 90 days of hire or within 180 days of the position being vacated, whichever comes first.

General manager training certification includes:

 - A. Completion of online lessons. Participants will not be permitted to attend the in-class portion of the program without successfully completing the required online lessons nine days prior to the beginning of class.



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- B. Completion of basic and advanced front desk procedures. Also, management functions in OnQ computer based training must be completed in order to achieve Hampton Leader Program certification.
 - C. Attendance of classroom portion of the program.
 - D. Completion of class post-work.
 - E. Tuition payment. This is due prior to in-class portion attendance.
 - F. Payment for program and all associated fees, including tuition, cancellation and rescheduling fees.
- 106.05 Beginning in 2008 at least one employee from each hotel will be required to attend a minimum of one Lighthouse Leadership Regional Workshop held throughout the calendar year.
- 106.06 Licensees are responsible for trainees' wages, room, board, travel expenses and tuition charges (if applicable) during the training period.
- NOTE:* Since this is business related, employee discount rooms are not available.
- 106.07 Each hotel must maintain training documentation in addition to other administrative requirements listed on the Quality Assurance Evaluation checklist distributed at the beginning of each property audit.
- 106.08 If a manager who has been certified in Step Up leaves the Hampton brand for a period of 24 months or more, the certificate becomes invalid and they must attend the class to obtain a new certificate. If a general manager leaves the Hampton system for 24 months, that general manager must attend the Hampton Leader Program again upon returning to the brand.
- 106.09 Hampton Brand Management must be notified in writing within 10 days of a change in management companies/ownership or general manager at a Hampton branded hotel using one of the following options: hampton.advice@hilton.com, 901-374-5800 (fax) or to send to Hampton Brand Management, 755 Crossover Lane Memphis, TN 38117.
- 106.10 On Q Training
- OnQ software contains an on-line self-paced training function. Each hotel employee and manager will use this package to become proficient on OnQ functions. The management of each hotel is responsible for ensuring that all employees and managers who have responsibilities related to OnQ have been completely trained. Prior to the hotel's opening and/or conversion to OnQ, HHI (Hilton Hotel Implementation) will conduct a certification to verify that this training has been successfully completed.
- A general manager must individually achieve a minimum score of 80 percent on the certification test/trial run and complete a workbook during the Hampton Leader Program. OnQ certificates are not specifically issued but certification is included in the Hampton Leader Program documentation. An OnQ certificate previously earned by a workshop participant promoted to GM can serve as documentation. Depending on the title listed on the certificate, some additional training documentation may be required.



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The remainder of the staff will be tested as departments. For example, Management, Finance, Housekeeping, Reservations, Guest Services, Night Audit and Housekeeping must score at least 80 percent as a department group average to certify. Hotels with more than 80 rooms must have a minimum of six people certified on OnQ in addition to the general manager. For hotels with 80 rooms or less, the minimum requirement is four employees certified in addition to the general manager. If a hotel has more than the minimum number of employees, all employees will be tested. The aggregate score of the group (minus the general manager) must be 80 percent or better.

After the hotel's opening, the general manager is responsible for maintaining the staff's proficiency on OnQ. Within 30 days of assuming the position, the general manager and assistant general manager must successfully complete certification on the OnQ front desk and management function computer based training. In addition, all front desk, night audit, and reservations employees must successfully complete certification on the OnQ front desk computer based training within 10 days of employment. Certificates of completion must be maintained for all current employees and will be verified during a Quality Assurance Audit.

After the hotel's opening, the general manager is responsible for maintaining the staff's proficiency on OnQ. Within 30 days of assuming the position, the general manager and assistant general manager must successfully complete certification on the OnQ front desk and management function computer based training. In addition, all front desk, night audit, and reservations employees must successfully complete certification on the OnQ front desk computer based training within 10 days of employment. Individual OnQ workbooks must be maintained until certification is received from Quality Assurance. Certificates of completion must be maintained for all current employees and will be verified during a Quality Assurance audit.

106.11 OnQ Rate & Inventory Training

All OnQ R&I users at each property must be certified in this system prior to being provided user access. Certification of all users is required to be kept in the QA Resource Binder. Every hotel must meet the required number of certifications as follows:

- < 119 rooms : General Manager and one additional user must be certified
- > 120 rooms: General Manager and two additional users must be certified

106.12 Welcome To Hampton Team Member Training

Welcome To Hampton Team Member Training is a blended learning journey consisting of eLearning modules and Learning Maps that team members are required to complete as part of their orientation process.

- A. All new team members must be introduced to Our Brand Story on the first day they report for work. The introduction must be facilitated by a member of the hotel's management team using the Our Brand Story pads that are kept at each property.
- B. All new team members must complete the following eLearning modules within 14 days of hire:
 - 1. Welcome To Hampton
 - 2. Connect, Connect, Connect
 - 3. 100% Hampton



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- C. All new team members must complete a Make It Hampton Everyday Learning Map session within 90 days of hire. This interactive tool should be used in a group of six to ten individuals. No less than six and no more than ten participants with varying levels of experience and from different departments should be facilitated by an individual who has completed the Learning Map Train-the-Trainer workshop.
- D. A *Make It Hampton Every Day* Learning Map to introduce team members to ways to develop emotional loyalty with guests. This interactive tool should be used in a group of six to ten individuals. No less than six and no more than ten trainees should be facilitated by an individual that has completed the Learning Map Train-the-Trainer workshop. New employees must complete this training within 90 days of hire.
- E. A *Customer Really Matters* (CRM) kit that illustrates learning to apply CRM tools and empowering your team members to use CRM everyday to make guests feel special will help your property achieve high levels of guest satisfaction and loyalty. New employees must complete this training within 14 days of hire.

Items still verified by the Quality Assurance team—though they no longer fall under the category of training—include emergency and fire safety procedures, fire extinguisher operation and alcohol awareness. In addition, components of the *Setting Up to Serve* program continues to be reviewed during the Quality Assurance evaluation (Directional Cards, and/or OnQ Concierge Information, Menu Folder, *As If By Magic* kit, *A to Z Guidebook*, etc.).

Mandatory training must still take place and should be documented for your records. Quality Assurance will check for overall knowledge and understanding of the brand story and the five connection techniques (Moment Makers) through discussions with your team using an open round table format.

- 106.13 All employees must be trained in handling emergency procedures (see [Rule 108.00](#), Risk Control) within 30 days of hire. At a minimum the training must include fire extinguisher and fire evacuation procedures. Additional training must include basic emergency procedures as well as emergency procedures that may be specific to the hotel's location. All employees must receive recertification annually.
- 106.14 All employees who serve alcohol, or supervise employees serving alcohol, must successfully complete a nationally recognized alcohol awareness training program within 30 days of beginning employment. The Educational Institute of the American Hotel and Motel Association, The National Restaurant Association, and TIPS (Training for Intervention Procedures by Servers) offer alcohol awareness training programs. The hotel must maintain appropriate certification records for applicable employees.
- 106.15 All employees who serve, set up breakfast or supervise those who serve the breakfast must successfully complete Hampton's On the House breakfast training program located on [OnQ Insider](#). All employees members who serve or set up breakfast must be trained on the correct layout and presentation standards of each breakfast zone.



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- 106.16 Every first time Hampton franchisee is required to attend the Owner's Awareness Program within six months of franchise approval or prior to starting construction, whichever is earlier. The purpose of this class is to familiarize franchisees with the franchisor's corporate policies, operating systems and management values and philosophies.
- If a change of ownership takes place and the new owner is a first time Hampton franchisee, he/she is required to attend the Owner's Awareness Program within 120 days of the date of "ownership transfer" for the purpose of familiarizing franchisees with the franchisor's corporate policies, operating systems, management values and philosophies.
- The franchisee participant must be the principal correspondent, or alternatively, the person designated by the principal correspondent to be responsible for supervising the general manager(s) of the franchisee's hotel(s).
- 106.17 Each Hampton Inn/Hampton Inn & Suites hotel must have at least a general manager, assistant general manager or full-time sales manager certified in the Hampton Inn Sales Step Inn and Step Up Training Programs prior to opening and within 90 days of turnover. Step Inn Sales training will be conducted as a self-paced e-learning via the Internet and the Step Up Sales Training will be a classroom experience.
- If a current Manager is certified in the former Sales Skills I Training Program, the hotel does not have to repeat the new Step Inn and Step Up Sales Training. However, once the certified Manager leaves the hotel, the new training programs must be completed within 90 days of turnover by at least a general manager, assistant general manager or full-time sales manager.
- 106.18 We CARE Committee (recommended)
- We encourage each hotel to establish a CARE committee. This committee is to have representatives from each department with the GM acting as Chairperson, meeting regularly to review SALT scores, guest correspondence and 100% Hampton tracking. It is highly recommended to post SALT scores and guest feedback for all team members to review to encourage property-wide development.



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107.00 Miscellaneous

107.01 Appearance of Front Desk/Lobby and Lobby Vestibules

Keep the welcome area free from clutter. The following outlines what is acceptable.

- A. Front desks, lobbies and lobby vestibules must be free of clutter at all times. This means hotels must eliminate such items as brochures, brochure racks, benches, pinball machines, jukebox-type music machines, coin operated gambling machines, amusement machines, musical devices, newspaper machines, popcorn machines, cappuccino machines, fish bowl/briefcase drawings, snack and soft drink vending machines from the vestibule, registration, and lobby seating areas. Front desk and lobby walls should be free of award plaques, AAA plaques and any other item except the Manager On-duty sign. The only item permitted in the vestibule is the luggage cart.
- B. Connect with guests by keeping informational materials behind the front desk so that you can personally interact and offer assistance and recommendations. You may keep these materials along with the required Ultimate Service materials including the Directional Cards and Menu Folder.
- C. The front desk counter should be free of all clutter and contain only specific items/collateral designated by Hampton. Information is available that defines exactly which items/collateral can be placed on the display at the front desk. In the interest of simplifying and uncluttering our welcome area, there can be no menus, awards, artificial flowers/plants, brochures or advertisements on the back and side walls in the front desk area. The only items allowed on the desk are general manager's business cards and at least one 100% Hampton Guarantee plaque. Prominently display the 100% Hampton Guarantee plaque on the front desk facing the guest—one plaque in the front of each workstation. One fresh floral arrangement is the only décor enhancing item allowed on the front desk.
- D. Centerpieces on breakfast tables are only permitted with the installation of the Perfect Mix Lobby standards (see [Section 300](#)).
- E. A minimum of four floor containers of plants or one large planter box are allowed in the lobby/breakfast area. Freestanding plants and their containers must be approximately 36"h x 30"w. Plants are to be high quality silk or polyester (no plastic) and containers must be decorative and coordinate with the surrounding furnishings. Two smaller sized live plants (approximately 12"h x 12"w) on tables may be substituted for each floor planter in a 2:1 ratio. One large fresh flower display may substitute one floor planter. Browning or yellowing of live plants is not acceptable. Live plants and/or flowers must appear healthy and fresh at all times.



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- F. The “On the Run” kiosk is the only acceptable place for brochures. Only Hilton approved collateral is permitted for display in the front desk kiosk. The kiosk has four brochure holders. Items that are to be placed in the holder slots are:
 - 1. Hilton HHonors applications
 - 2. Hilton HHonors Visa Card applications
 - 3. Hampton Brand directories
 - 4. Hotel specific brochures or gift certificate rack cards.
- G. Service bells or signage (i.e. will return in 5 minutes) are not permitted on the front desk counter.
- H. Chairs or stools are not permitted at the registration counter.
- 107.02 The check-out time must be conspicuously posted in each guest room. There will be no charge for checking out before expected departure date.
- 107.03 A sign must be displayed in a prominent location in the registration area stating “Management-on-Duty” to advise guests of the name(s) of the manager(s) on duty (and on premise). When the general manager is not on duty, someone on the premises must be designated “in charge” and so indicated on the Management-on-Duty sign. A manager/supervisor must always be accessible via beeper/cellular phone.
The Management-on-Duty sign (see [Trademark and Identity Standards](#), Section 400, Signage) is required; the previous Owned and Operated sign is no longer required.
- 107.04 The Hampton primary exterior sign must be illuminated from sunset until sunrise.
- 107.05 Every Hampton hotel must maintain a minimum of 2½ turns of linen and terry for each guest room. A minimum of 3 turns is required for duvet covers and lumbar pillow covers.
- 107.06 To be designated an airport or airport area hotel in the Hampton directory or any promotional material, the hotel must have an airport courtesy van. See [Rule 116.00](#).
- 107.07 No hotel employee (including general managers or owners) shall reside in the hotel.
- 107.08 “Be My Guest” cards may be issued by Guest Assistance when deemed necessary to promote/ensure 100% guest satisfaction. Each hotel must accept these cards as a form of payment, and this procedure will be handled in the following manner:
 - A. When Guest Assistance issues a “Be My Guest” card, the hotel responsible for the complaint will receive all back-up. The hotel will be invoiced for payment in the amount of the Hampton system’s pre-determined average daily rate. Payment will be due upon receipt of the invoice.
 - B. Receiving hotels who accept the “Be My Guest” card will be reimbursed for the actual cost (full rate) of the guests’ room and tax for the night. The accepting hotel will be reimbursed for these room/tax charges by submitting an original folio and “Be My Guest” card to Hilton Hotels Guest Assistance, 755 Crossover Lane, Memphis, TN 38117-4900.
- 107.09 The solicitation of tips by any employee in a Hampton hotel is prohibited. Examples include tip jars at breakfast bar, in-room housekeeping envelopes, etc.
- 107.10 “No vacancy” signs may not be used.
- 107.11 Advertising of any business that competes with any business of Hilton or its affiliates is prohibited.



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- 107.12 The dumpster must always be kept clean and organized. Dumpster gates must be closed and secured when dumpster is not in use.
- 107.13 An ATM, if installed, must meet the following minimum standards:
- A. Must not be installed in the immediate front desk area.
 - B. Must be encased in a finished furniture cabinet that coordinates with the lobby style. Free-standing types are not acceptable.
 - C. The ATM must be in compliance with ADA requirements.
- 107.14 Televisions in public areas must have closed captioning abilities. The remote must be easily accessible.
- 107.15 Solicitation of guest feedback scores during and post-stay is not permitted. This includes and is not limited to collateral, buttons, stickers, letters/e-mail or on-hold messaging intended to solicit guest feedback scores (9's and 10's).
- 107.16 Hampton In-Room Collateral and Graphics
- All in-room collateral and items created for Hampton branded hotels must be produced by an approved supplier and must meet all specifications listed in [Section 400 Trademarks](#) and Identity. (Local printers may not copy or duplicate the new graphics without express written consent of the Hampton brand. A request form for alternative or non-approved suppliers is located on resource.makeithampton.com.)
- 107.17 Data Integrity
- Guest data is collected for use by Hampton, Hilton Family of Brands and your hotel for use in Customer Relationship Management and Research. Manipulation and other means to alter the data or information of a guest is not permitted except at the request of a guest. Should there be evidence that indicates a hotel, or individual affiliated with the hotel, has done so or is partaking in abuse of data, the brand will take the following action:
- A. If altered data is related to the manipulation of SALT surveys, those surveys deemed fraudulent will be removed from the sample (survey sample size will be replaced throughout the remainder of the year).
 - B. The hotel will not be eligible for recognition from any brand awards or other Hilton Family recognition opportunities for that current year, including both quarterly awards and annual awards.
 - C. The hotel will automatically receive a non-reversible, administrative unacceptable. Subsequent violations may result in an administrative notice of default.



Rules Of Operation

108.00 Risk Control

108.01 Insurance Requirements

Licensee or Hotel Owner (Licensee/Owner) must meet the insurance requirements specified in the Agreement or this Manual, unless specifically indicated to the contrary. Insurance requirements are split into two areas: those required during construction or significant renovation, and those required during operation.

A. Insurance Required During Construction

If the hotel is under construction or major renovations, the following insurance requirements apply. This insurance must be effective prior to the start of construction or renovation.

General Contractor Insurance. Any and all contractors and subcontractors (collectively, "Contractors") performing work on or about the hotel must be contractually assigned responsibility for job site safety and for all claims for injury or damage arising out of Contractors' operations to the greatest extent permitted by law. Licensee/Owner must provide or negotiate requirements for sufficient insurance on the part of the general contractor, which at a minimum must include:

1. Occupational Injury Insurance

Occupational Injury Insurance as required by law or custom, including statutory Workers' Compensation insurance and Employers' Liability, wherever applicable, in an amount not less than \$1,000,000 each accident, \$1,000,000 Disease - Policy Limit, and \$1,000,000 Disease - Each Employee. (Refer to Section 108.01B.3 for additional clarification.)

2. Commercial General or Public Liability Insurance (CGL)

Commercial General Liability Insurance (CGL) Coverage limits in the minimum amount of \$10,000,000 per occurrence. If the CGL policy contains a general aggregate limit, it must apply separately to the hotel project. Coverage must include products-completed operations, personal and advertising injury, protective liability, independent contractors, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract) on an "occurrence basis." This insurance may not have any restrictions, modifications or exclusions for explosion, collapse, underground property damage, earth movement or damage to work performed by a subcontractor. Contractor must carry completed operations insurance for a period of not less than 5 years after the completion of the project. This requirement may be reviewed and modified in recognition of the local insurance marketplace.

3. Automobile/Motor Liability Insurance.

Coverage limits in the minimum amount of \$2,000,000 each accident combined single limit for any automobile (including, but not limited to, owned, scheduled, hired and non-owned vehicles).

4. Excess and Umbrella.

Contractors' insurance requirements may be satisfied with a combination of primary, umbrella and/or excess policies.



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5. Builder's Risk.

Licensee/Owner must purchase or cause to be purchased Builder's Risk insurance covering the entire work at the jobsite. This insurance must be on a 100% completed value (replacement cost) form. For renovation projects, the 100% completed value may be achieved through a combination of Property and/or Builder's Risk insurance. This insurance must include the perils covered under a special causes of loss ("all-risks") form and include the following:

- a. Cold testing, windstorm, and collapse, including collapse resulting from design error.
- b. This insurance must apply to property intended for incorporation into the work for the entire duration of the contract including: property in the course of construction, reconstruction, or repair; property while in transport to the site; property stored at the site or off premises; scaffolding, staging, shoring, formwork, fences, false work, and temporary buildings and any similar items commonly referred to as construction equipment located at the site; furniture, fixtures, and other personal property typical to a hotel located on premises or in storage or at any other temporary location.
- c. The policy must cover the cost of removing debris, including demolition as may be made legally necessary by the operation of any applicable law, ordinance or regulation.
- d. Permission to occupy or a partial occupancy clause or definition must be included and allow occupancy without qualification.
- e. This insurance must include Business Interruption coverage including Licensor's interest for full recovery of net profits and continuing expenses of the hotel projected for 12 months following a covered loss (including Rental Value and payments which would have been owed Licensor in the absence of a loss). Such limit must be sufficient to avoid a coinsurance penalty.
- f. This insurance must be maintained in effect until the earliest of either the date on which all persons and organizations who are insured under the policy agree that it may be terminated or as provided for in the contract documents.
- g. This insurance must name all owners of the premises, agents of the owner, and Contractors of any tier as insureds. The policy must include a waiver of subrogation which states that all owners and Contractors waive their rights of subrogation against one another with respect to losses covered by this policy.



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6. Flood Insurance.

Flood Insurance with a limit as close to the amount of the Builder's Risk as is reasonably available must be obtained. Coverage must include business interruption. This requirement is subject to review and modification in recognition of changes in the insurance marketplace.

If the hotel is designated as a USA hotel, this requirement only applies if the location is in the special flood hazard areas of Zones A (A, A1-A30, AE, AH, AO, A99, AR and any combination of zones such as AR/AE, AR/AH, AR, AO, etc.) and Zones V (V30, VE, and VO). Licensee/Owner should contact FEMA map service at 1-877-336-2627 or visit the following websites to determine the hotel's zone:

<http://www.msc.fema.gov/>

<http://www.floodsmart.gov/floodsmart/pages/faq.jsp>

Information may also be obtained through the hotel's local community planning board or building permit department.

7. Earthquake Insurance.

The Builder's Risk must also include earthquake coverage with a limit as close to 75% of the builder's risk limit as is reasonably available. Coverage must include business interruption. This requirement is subject to review and modification in recognition of changes in the insurance marketplace.

If the hotel is designated as a USA hotel, this requirement only applies if the location is in a zone with a hazard rating of 24 or higher according to the 1996 US Geological Survey Shaking Hazard maps. Visit <http://earthquake.usgs.gov/hazmaps/haz101/hazmaps.html> to determine the hotel's Zone. For locations in zones 16-24, earthquake coverage with a limit as close to 50% of the builder's risk is required.

8. Pollution Insurance. If a pollution exposure exists during renovation or construction, Licensee/Owner must require Contractor's Pollution Legal Liability in an amount not less than \$1,000,000 per occurrence. If the contractor's pollution legal liability coverage is written on a claims-made policy form, the retroactive date of the policy must be shown on the certificate of insurance and must be on or before the date of the commencement of services by Contractor. Insurance must be maintained and evidence of insurance must be provided for at least 3 years after completion of the work. If the coverage is canceled or not renewed, and it is not replaced with another policy with a retroactive date that precedes the date of Contractor's agreement, the Contractor must provide extended reporting coverage for a minimum of 3 years after completion of the work on the former policy.

9. Miscellaneous.

- a. Licensee/Owner must indemnify and hold Hilton Hotels Corporation ("HHC"), its wholly owned subsidiaries, its owners and their managing agents and affiliates now or hereafter existing, harmless from any and all damages or claims arising out of the failure of any Contractor, supplier or vendor doing business with the hotel to maintain adequate insurance. Contractors should not be allowed on the site or within the premises until the stated insurance requirements are evidenced.



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- b. Contractor's insurance, with the exception of Workers' Compensation must name Licensee/Owner, HHC, its wholly owned subsidiaries, its owners and their managing agents and affiliates (including their respective directors, officers and employees), now or hereafter existing as additional insureds on terms no less broad than forms ISO CG 20 10 11 85 or a combination of ISO forms CG 20 10 10 01 and CG 20 37 10 04 (or a substitute form providing equivalent coverage), and copies of these endorsements or their equivalent must be provided to Licensee/Owner and Licensor.
- c. Licensee/Owner, at its option, may purchase an "owner controlled insurance program" or "wrap up" insurance program to comply with the coverage requirements in this Section 108.01A.

B. INSURANCE REQUIRED OF LICENSEE/OWNER DURING OPERATIONS

The insurance required of Licensee/Owner in items 1. through 11. below applies to hotels in the USA and Non-USA hotels with the exception of Commercial General (Public) and Automobile/Motor Liability requirements. These coverages are separately addressed. All policies must be effective at the commencement of any operations related to the hotel.

For hotels in the USA: Commercial General (Public) Liability insurance ("CGL"). (Non-USA hotels should refer to Section C).

1. Licensee/Owner must purchase Commercial General (Public) Liability insurance on an occurrence form including defense costs arising out of or connected with hotel operations. Coverage limits must be at least \$10,000,000 per occurrence, and may be satisfied with a combination of primary, umbrella, and/or excess insurance policies. The CGL insurance must include coverage for the following risks:
 - a. Damage to property of others and bodily injury including sickness, disease and death.
 - b. Personal and advertising injury covering liability for false arrest, libel, slander, defamation, false imprisonment, unlawful detention, wrongful or malicious prosecution or invasion of privacy.
 - c. Innkeeper's Liability insuring loss or damage to guests' property (up to statutory requirements). This can be satisfied by any combination of CGL or Crime coverage.
 - d. Liquor Liability insuring Licensee/Owner's liability arising out of the sale or serving of alcoholic beverages, if the hotel serves or sells beer, wine or spirits.
 - e. Contractual Liability insuring liability arising out of oral, written or incidental agreements, including, but not limited to, hold harmless agreements and the Indemnity Paragraph of the Agreement.
 - f. Independent Contractors insuring liability Licensee/Owner may incur arising out of operations performed for Licensee/Owner by persons other than Licensee/Owner's own employees.



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- g. Premises/Operation insuring liability arising out of work performed on the premises.
 - h. Products and Completed Operations
 - i. Worldwide jurisdiction covering lawsuits brought anywhere in the world from occurrences arising out of the hotel or the operations connected with the hotel (per form ISO CG2422 10 01 or equivalent).
 - j. Aggregate limits, if any, must be aggregated on no less than a "per location" basis for the underlying general liability as well as the umbrella/excess coverage (per form CG 2504 or equivalent).
 - k. Named perils pollution including coverage for liability arising out of heat, smoke or fumes from a hostile fire, or smoke, fumes, vapor or soot produced by or originating from equipment that is used to heat, cool or dehumidify the building, or equipment that is used to heat water (per form CG 2165 or equivalent).
 - 2. Automobile/Motor Liability.
(Non-USA hotels should also refer to Section 108.01C.)
Commercial Automobile/Motor Liability insurance with coverage limits of at least \$10,000,000 each accident/combined single limit, which may be satisfied with a combination of primary, umbrella, and/or excess insurance policies. Coverage must include:
 - a. Coverage for any automobile including, but not limited to, all owned, non-owned, leased, and hired automobiles used in the operation of the hotel.
 - b. Garage-Keeper's Liability, if the hotel's operations include parking operations, with a limit adequate to cover the full actual value of all automobiles that are in Licensee/Owner's care, custody, and control at any one time.
 - 3. Occupational Injury Insurance as required by law or custom, including Workers' Compensation insurance wherever applicable. Occupational Injury insurance must be in force prior to the hiring of any employees. Employers Liability coverage must also be obtained in the minimum amounts of \$1,000,000 each accident, \$1,000,000 Disease-Policy Limit, and \$1,000,000 Disease-Each Employee, or such amounts as are required by law or custom. The Employers Liability limits can be satisfied by any combination of Workers' Compensation, Employers Liability, and/or Excess/Umbrella policies. However, the certificate of insurance must clearly indicate that Excess/Umbrella liability insurance affords coverage for Employers Liability.
- If the hotel is designated as a USA hotel, and Workers' Compensation Insurance is required by law, such coverage must be extended to cover "All States", Voluntary Workers' Compensation, and Longshoreman's and Harbor-worker's Act on an "if any" basis, unless the hotel is insured under a state operated fund.



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If the hotel is designated as a USA hotel, participation in a U.S. state's insurance fund shall satisfy the requirements hereunder. If the hotel self-insures Workers' Compensation, a copy of the license granting authority to self-insure must be furnished to Licensor. If the hotel participates in a state fund or self-insures for Workers' Compensation, stopgap coverage or an endorsement to the commercial general liability policy is required in an amount not less than \$1,000,000 per claim. For the State of Texas, participation as a Non-Subscriber must be evidenced by submitting to Licensor a copy of the Employer Notice of No Coverage or Termination of Coverage (DWC Form-5), and an ERISA-compliant occupational injury benefit plan that covers substantially the same work-related injuries as Workers' Compensation. Non-subscribers must carry Employers Liability insurance with limits of no less than \$5,000,000.

4. Commercial Property Insurance.

Property Damage and Business Interruption insurance on a special causes of loss policy form ("all-risks"), covering 100% of the insurable replacement value of the building and its contents, and for full recovery of the net profits and continuing expenses of the hotel (including rental value) for a 12 month period must be carried. Such limit must be sufficient to avoid a co-insurance penalty, if applicable. Continuing expenses must specifically include royalty/license fees and other fees payable to Licensor, its subsidiaries and affiliates. The policy must include coverage for the peril of windstorm and for ordinance and law. HHC and its wholly owned subsidiaries, its owners and their managing agents and affiliates now or hereafter existing must be included as an additional insured under the Commercial Property and Business Interruption insurance.

5. Flood Insurance.

Flood Insurance with a limit as close to the full replacement cost of the building as is reasonably available. Coverage must include business interruption. This requirement is subject to modification based on conditions in the local insurance market and reasonableness of premium.

If the hotel is designated as a USA hotel, this requirement shall only apply if the location is in the special flood hazard areas of Zones A (A, A1-A30, AE, AH, AO, A99, AR and any combination of Zones such as AR/AE, AR/AH, AR/AO, etc) and Zones V (V30, VE and VO). Licensee/Owner should contact the FEMA map service at 1/877/336-2627 or visit the following websites to determine the hotel's zone:

<http://www.msc.fema.gov/>

<http://www.floodsmart.gov/floodsmart/pages/faq.jsp>

Information may also be obtained through the hotel's local community planning board or building permit department.



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6. Earthquake Insurance.
- Earthquake coverage with a limit not less than 75% of the replacement cost of the hotel must be provided. Coverage must include business interruption.
- If the hotel is designated as a USA hotel, this requirement shall only apply if the location is in a zone with a hazard rating of 24 or higher according to the 1966 US Geological Survey Shaking Hazard maps available at <http://earthquake.usgs.gov/hazmaps/haz101/hazmaps.html>. For locations in zones 16-24 earthquake coverage with a limit as close to 50% of the replacement cost of the hotel must be obtained. This requirement is subject to modification based on conditions in the local insurance market and reasonableness of premium.
7. Boiler and Machinery/Equipment Breakdown Insurance.
- Broad form Boiler and Machinery insurance, including business interruption coverage, against loss from accidental damage to, or from the explosion of, boilers, air conditioning systems, including refrigeration and heating apparatus, pressure vessels and pressure pipes in an amount equal to 100% of the actual replacement value of such items (without taking into account any depreciation) plus full recovery of the net profits and continuing expenses of the hotel. Continuing expenses must specifically include royalty/license fees and other fees payable to Licensor.
8. Crime Insurance. Crime insurance with the following coverages and limits of insurance (per occurrence):
- a. Employee Dishonesty \$100,000
 - b. Forgery & Alteration \$50,000
 - 1) Money & Securities (Inside) \$50,000
 - 2) Money & Securities (Outside). \$50,000
 - 3) Robbery & Safe Burglary of
Property other than money
and securities \$50,000
 - 4) Computer Fraud \$50,000
 - 5) Counterfeit paper currency \$50,000
9. Terrorism.
- Terrorism coverage shall be obtained and maintained for both first party damage and third party liability either stand-alone, through a government operated or mandated pool, or as part of the General/Third Party Public Liability coverage and the Property Damage/Business Interruption coverage. This requirement is subject to modification based on conditions in the local insurance market and reasonableness of premium.
10. Watercraft.
- Watercraft liability coverage to the extent that hotel operations include watercraft activities. Please contact Hilton Risk Management for requirements on limits of liability.



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11. Aircraft Liability.
Refer questions concerning coverage requirements to Hilton Risk Management if applicable.
- C. Licensee/Owner must comply with Section C if it is designated as other than a USA hotel.
 1. General/Public Liability. Licensors or its designee will, at Licensee/Owner's cost, procure upon the commencement of operation of the hotel and maintain at all times during the term of the Agreement, if available on terms and conditions commensurate with the risk, third party General/Public liability insurance in such amounts as Licensors may deem necessary. Licensee/Owner will be named as an additional or co-insured.
 2. All policies may contain such deductibles or retentions as Licensors considers reasonable. Licensors may elect to maintain all or part of such policies under an arrangement insuring one or more hotels operated by Licensors or its affiliates or subsidiaries, in which event the cost of such insurance to Licensee/Owner will be allocated by Licensors on a reasonable basis.
If Licensors cannot obtain coverage using reasonable effort, Licensee/Owner must comply with the terms of Section 108.01B.1.
 3. Property Owners Liability. Licensee/Owner must procure and maintain Property Owners Liability fully protecting Licensee/Owner for liability arising out of its ownership, possession and use of the Hotel.
 4. Auto/Motor Liability. Licensee/Owner must procure and maintain Auto/Motor liability insurance in accordance with any local law or statute and per the terms of Section B.2. above. Notwithstanding, Licensee/Owner need only procure a limit of insurance sufficient to meet local custom or law if Licensors provides excess public liability insurance under Section 108.01C.1. above.
 5. All policies purchased by Licensee/Owner must name HHC, and its wholly owned subsidiaries, its owners and their managing agents and affiliates now or hereafter existing as an additional or co-insured. All policies must contain cross-liability coverage and a waiver of the right of subrogation in favor of Licensors.
- D. GENERAL REQUIREMENTS
 1. Except as noted under Section 108.01C.1., all policies must name the Licensee/Owner as named insured and, with the exception of Workers' Compensation, must name HHC and its wholly owned subsidiaries, its owners and their managing agents and affiliates now or hereafter existing as additional insureds, including their employees, officers and directors. For Commercial General/Public Liability, additional insured endorsement form ISO CG 20 10 11 85 or equivalent for construction and renovation, and form ISO CG 2029 11 85 or equivalent during operations must be used to satisfy this requirement. Such forms may be requested from Hilton's Risk Management Department or obtained from Hilton's intranet site. All liability policies must contain cross liability coverage.
 2. All required insurance must be purchased from insurance companies with a financial rating acceptable to Hilton, which shall be no less than A-VII if rated by the company A.M. Best.



Rules Of Operation

3. All policies of Licensee/Owner must be endorsed to be primary insurance with no recourse to or contribution from any other similar insurance, if any, which may be carried by HHC or its wholly owned subsidiaries or affiliates now or hereafter existing, except as provided for in Section C. Evidence of such must be supplied to Licensors. Advance notice of cancellation, termination or modification of any policy must be given in writing no less than thirty days prior. If a certificate states that the Insurer will "endeavor to," these words must be stricken from the certificate. Notice must be sent to the certificate holder, which is "Hilton Hotels Corporation, attention Risk Management, 9336 Civic Center Drive, Beverly Hills, CA 90210." Phone (310) 205-4512, Fax (866) 305-2520 and E-mail HiltonCertificates@Con-firmNet.com.
4. Licensee/Owner must deliver or cause to be delivered certificates of insurance or other acceptable proof evidencing the insurance required in this Manual, including applicable endorsements, to Licensors at the address above no later than 15 days after the expiration of any policy. Each certificate must specifically identify insured location(s) by name and address.
5. Failure of Licensors to demand evidence of compliance with the insurance requirements in this Manual or failure of Licensors to identify a deficiency from evidence that is provided shall not be construed as a waiver of Licensee/Owner's obligation to maintain such insurance.
6. Along with the certificates of insurance Licensee/Owner must deliver or cause to be delivered the following items to Licensors at the address above:
 - a. A signed letter written in or translated to English from the insurance agent or broker who placed the required insurance affirming that he or she has read and understood the insurance requirements contained in this Manual. This letter must specifically address whether the insurance the agent or broker has placed complies with the insurance requirements set forth in this Manual.
 - b. A signed checklist from the insurance agent or broker indicating whether there is coverage for each of the minimum requirements set forth in this Manual.

For samples of these letters and checklists, as well as sample certificates and evidence of property insurance, please refer to [OnQ Insider](#) or request a copy from HHC Risk Management at Risk.Management@hilton.com.
7. At the request of Licensors, Licensee/Owner must deliver a copy of each policy bearing certification of the insurance company underwriter(s), that the policy is a complete copy of the policy issued with all endorsements to Licensors.
8. Licensors may increase or decrease the minimum amount of insurance, require additional or different types of insurance, or otherwise change the requirements to make them comparable to the amount and kinds of insurance carried by other properties or hotels, taking into account the size and location of the hotel and changing circumstances in the law and insurance marketplace.



Rules Of Operation

9. Any deductibles or self-insured retentions above \$50,000 or 5% of the replacement cost of the hotel must be declared to and approved by Hilton's Risk Management Department, at 9336 Civic Center Drive, Beverly Hills, CA 90210, Phone (310) 205-4512, Fax (310) 205-7863, Email Risk.Management@Hilton.com.
10. All certificates or other documents evidencing insurance must be provided in English with currency indicated in US dollars. Limits required in this standard may be satisfied in the local currency equivalent at the time the policy is purchased.
11. Licensee/Owner must obtain and maintain any other insurance required by local or national statute or law.

ADEQUACY OF INSURANCE

Licensor makes no representation, implied or express, that the foregoing insurance requirements are adequate to protect Licensee/Owner.

The insurance coverage requirements contained in this Manual are only minimum requirements. These requirements do not relieve Licensee/Owner from responsibility for any loss or claim for damages arising out of the Agreement. Licensee/Owner must indemnify Licensor for any claim for damages due to failure of Licensee/Owner or any Contractor, supplier, or vendor doing business with Licensee/Owner to maintain adequate insurance.

To ensure compliance, Licensor strongly recommends that Licensee/Owner reproduce all insurance sections in this Manual in full and submit it to an agent or broker experienced in writing insurance for hotels.

If Licensee/Owner does not obtain or maintain the required insurance or policy limits, Licensor can (but is not obligated to) obtain and maintain the insurance for Licensee/Owner without first giving Licensee/Owner notice. If Licensor does so, then Licensee/Owner must immediately pay Licensor upon request the premiums and costs incurred by Licensor.

RESOURCES/REFERENCES:

OnQ Insider > Hampton Brand

- 108.02 Each Hampton hotel must have an emergency plan that meets or exceeds the requirements of local and state codes and is designed to fit the individual needs of the hotel. As a recommendation it should include, at a minimum: fire, evacuations procedures, power failure, medical assistance, armed robbery, bomb threat, civil unrest, elevator malfunction, weather and all other perils pertinent to the hotel's geographic location, serious illness, choking, death, drowning and all other perils pertinent to the hotel's geographic location.

Note: CPR certification is recommended for at least one team member per shift on duty at all times.

- 108.03 The hotel must adhere to the equipment and installation standards detailed in the [Building and Furnishing](#), Section 300 for Fire Safety Systems.



Rules Of Operation

- 108.04 The hotel must test its fire safety systems, sprinkler systems, and smoke/heat detection systems at least once every six months. A minimum of two tests per year must be conducted with one of the two tests conducted by an outside third-party licensed to test fire safety equipment. This testing must include verification of all working components of the hotel's system (fire pump, sprinkler system, pull stations, alarm, etc.) and be documented thoroughly by the outside third-party. This document must be available for the Quality Assurance Auditor. Verification of this testing will be documented on a Hilton Hotels Fire Safety System Certificate of Testing. All public area and guest room/suite smoke/heat detectors must be tested a minimum of once every six months. Documentation of this testing must include specific room numbers/areas tested and the date of inspection.
- Recommended:** Thermal scan of all electrical panels to be performed annually by a certified testing service.
- 108.05 The Make It Hampton electronic lock key card must be in use with the welcome message indicating the state in the which the hotel resides. Neither the hotel's name, individual room numbers, or logo may be printed on guest room/suite keys. No third-party advertising may be featured anywhere on that key.
- Electronic locks must be installed in all guest room/suite doors.
- 108.06 The hotel must post a detailed plan displaying the hotel layout and location of all working components of the hotel's fire safety system and utility shutoffs (fire pumps, sprinkler system, pull stations, alarm, electrical and gas). The hotel layout with emergency procedures must be posted in the work area behind the front desk, maintenance and housekeeping, easily accessible to all hotel employees.
- Photographs must be taken of the fire system and utility shutoff components and posted with the hotel layout denoting the location of that piece of equipment to allow familiarization of the fire safety components by the hotel staff.
- 108.07 The hotel's house phones must automatically dial the switchboard/PBX.
- 108.08 Emergency exit and safety card(s) ("You are here" cards), denoting emergency exits and equipment, must be placed in each room and suite and in employee areas in addition to other locations stipulated by local fire codes and should meet or exceed all applicable state and local fire codes. State Innkeepers Act shall be posted in guest rooms and public areas as required by state law. Signs must comply with Make It Hampton signage standard upon replacement of any of the following items: carpet, wall treatment or case goods. See [Section 400](#).
- 108.09 Fully-stocked first-aid kits must be available at the front desk area, pantry area, housekeeping area and maintenance area, and any other areas required by local or state requirements.
- Required items:
- A. Bandage scissors
 - B. Cotton-tipped applicators
 - C. Assorted safety pins
 - D. Tweezers
 - E. Individually-wrapped adhesive dressing
 - F. Sterile gauze pads (2" and 4" dressing)



Rules Of Operation

- G. Absorbent cotton
 - H. Adhesive tape rolls (1" wide)
 - I. 4" bandage compresses
 - J. Triangular bandages
 - K. Skin antiseptic
 - L. Eye wash
 - M. Sterile gauze bandage rolls (1", 2" and 4" wide)
- 108.10 All lost and found articles should be logged and maintained for 90 days. Valuables should be maintained for one year in a safety deposit box or other secure area. Local codes may preempt this policy.
- 108.11 All entrance/exit doors normally locked during specific times in the evening must have signs, both inside and outside the doors, that indicate the time they are locked and include directions to the appropriate alternate entrance/exit doors.
- 108.12 A digital camera must always be available to management to document any guest or employee loss or injury.
- 108.13 Security guards, whether on staff or contracted, may not be armed while on property.
- 108.14 Telephones located in the elevator, pool area, guest laundry room (area designated for guest use of laundry equipment, if applicable) and fitness center must automatically dial the hotel switchboard when the receiver is lifted off the cradle.
- 108.15 A minimum of a 10 lb. fire extinguisher must be available in the work area behind the front desk, housekeeping, maintenance, pantry and wherever required by state or local regulations. If a hotel has a storage building on property it must have a minimum of a 10 lb. mounted fire extinguisher. Fire extinguishers must be tested and maintained in accordance with local regulations.
- 108.16 Signs must be conspicuously posted in the parking lot stating "Guest Parking, User Assumes All Risks." Also refer to [303.05L](#) and [405.15](#).
- 108.17 If a guest requests a second room key, the front desk employee must require guest identification prior to issuance.
- 108.18 An incoming caller must identify the guest by name before the call can be transferred. Do not connect any call by room number only.
- 108.19 Fire drills must be conducted quarterly to maintain the readiness of all employees. Documentation of each fire drill must be maintained for the Quality Assurance Auditor to review.



Rules Of Operation

108.20 Closed Circuit Television (if applicable)

Installing a closed circuit TV system (CCTV) is optional.

All systems installed in your hotel, are subject to your obligations to maintain a high-quality, first class property.

- A. Cameras are *not* permitted in public restrooms, guest rooms/suites or other non-public areas.
- B. Monitors may not be mounted on the ceiling or wall of the lobby or front desk and must be no larger than 13" in size. The monitor may be larger than 13" if it is in the back office area out of the view of guests. The monitor may be placed in one of two locations:
 - 1. At the front desk/back office, out of the view of guests, or
 - 2. On the side area of the front desk (not the main registration area). The monitor must be encased in a finished cabinet that coordinates with the front desk mill work. The monitor may be in view of the guests.
- C. All cables must be concealed. When penetrations are made in walls or ceilings, a cover plate must be installed over the opening with the cables passing through the cover plate. All exposed multiple wires (exiting the ceiling at the camera and exiting the wall at the VCR) must be bound using tie wraps.
- D. It is the hotel's responsibility to ensure that all employees are trained on the CCTV system.
- E. The hotel is obligated to maintain the CCTV system and make certain that all of its components are working.
- F. The hotel must comply with applicable laws governing such installations.



Rules Of Operation

109.00 Guest Facilities

109.01 Swimming Pools (where applicable)

- A. Swimming pools must have water depth markings and "No Diving" markings clearly displayed on pool coping. Water-depth markings must also be clearly displayed on pool rim at water line. Depth markings must indicate feet (Ft.) or meters (M). Water depth should be measured from the water surface to the bottom of the pool 24" from the pool coping.
- B. A floating divider rope must be installed if required by code or if the pool includes an abrupt change in depth.
- C. Two life preservers (U.S. Coast Guard approved Type IV PFD Life Ring Buoy, minimum 24"), a shepherd's crook, and a rules sign must be in the pool area at all times, even when the pool is closed.
- D. The minimum chloride or bromine content of pool water must be 1.0 parts per million.
- E. The pH must be between 7.2 to 7.8, unless otherwise specified by local or state health department regulations. A daily log must be maintained.
- F. The appearance of the pool water must be clear when available for guest use.
- G. A professionally-fitted pool cover must be installed whenever the pool is closed for the season.

Any pool not covered will be considered open and must be maintained as open/available for guest use.

- H. When a pool is closed for the season, a professionally-produced "Pool Closed" sign must be prominently displayed.
- I. The underwater pool light must be illuminated from dusk until dawn even when the pool is closed.
- J. Swimming Pool and Spa Area signage
 - 4" letters
NO DIVING.
 - Minimum 1/2" for all other letters
NO LIFEGUARD ON DUTY.
SWIM AT YOUR OWN RISK. OWNERS AND MANAGEMENT ARE NOT RESPONSIBLE FOR ACCIDENTS AND INJURIES.
POOL/SPA HOURS ARE ____ TO _____. DO NOT ENTER THE POOL/SPA AT ANY OTHER TIME.
POOL/SPA USE BY REGISTERED GUESTS ONLY.



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CHILDREN MUST BE ACCOMPANIED BY AN ADULT. NO RUNNING IN THE POOL AREA.

NO GLASS ALLOWED IN POOL/SPA AREA.

SHOWER BEFORE ENTERING POOL.

109.02 Fitness Center (where applicable)

An fitness center is required for all new construction approved after January 1, 2000. See [Standard 308.01](#) for fitness center standards for new construction, and hotels under PIP. Hotels under renovation after July 1, 2008, must comply with Standard 308.01. All other existing hotels with fitness centers must maintain the standards below until renovation, re-licensing or by January 1, 2013, whichever comes first.

- A. An on-premise fitness center, when provided, must be available for registered guests seven days a week. Use of the fitness center must be limited to registered guests only. Memberships and passes for non-guests are not permitted.
- B. Use of on-premise center must be complimentary.
- C. The center must be available for daily use (at minimum) between the hours of 6 a.m. and midnight.
- D. The fitness center must contain high quality commercial equipment. Instructions must be prominently displayed along with safety information for their proper use. Strength equipment or dumbbells are optional for existing fitness centers. Consult [Standard 308.01](#) for specifications. New construction and hotels under PIP must comply with Standard 308.01.
 - 1. High quality commercial grade stationary bicycle
 - 2. High quality commercial grade stair stepping machine
 - 3. High quality commercial grade treadmill
- E. The following must be conspicuously posted (minimum 1/4" letters) on a sign in the fitness center:

Use equipment at your own risk.

Equipment for use by registered guests only.

No one under 18 may use the equipment.

Follow all directions for use of equipment.

Improper use can result in injury.

Do not use this equipment without doctor 's permission.

Do not over-exercise. Discontinue use at first signs of stress.

Fitness center is not supervised. Do not exercise alone.



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- F. A 25" color TV with remote control is required in the fitness center. The remote control must be accessible to guests at all times. Hotels must comply with [Television Standard 309.13](#) by January 1, 2010, or with standard 308.01 upon renovation, whichever comes first.
- G. A house telephone which rings the front desk when the handset is lifted is required.
- H. Fitness Center Towels
Fitness center towels must be provided and easily accessible in a designated towel holder. The holder should be decorative and coordinate with décor. An adequate supply of towels must be provided and replenished on an as needed basis. Supply a coordinating decorative hamper for used towels.
- I. Hotels with no on-site fitness center must provide guests access to local facilities. A nominal charge to guests may be required for off-site facilities.
- J. The fitness center must contain a wall-mounted clock and three robe hooks.
- K. A minimum of two wall décor pieces are required (matted and framed), each to be a minimum of 800 square inches, including frame.
- L. A minimum of one floor planter approximately 36"h x 30"w. Plants must be high quality silk or polyester (no plastic) and containers must coordinate with décor.

109.03 [Guest Laundry](#) (where applicable)

- A. Guests must be provided access to the guest laundry between the hours of 6 a.m. and midnight.
- B. The minimum equipment must be:
 - 1. One top quality commercial coin operated washer
 - 2. One top quality commercial coin operated dryer
 - 3. A laundry products vending machine or provided products for sale at the front desk
 - 4. There must be one built-in plastic laminate counter top at 34" above the floor in the guest laundry for folding clothes.

NOTE: If laundry products are sold at the front desk, professional signage must be mounted on the guest laundry room wall stating availability of laundry products at the front desk.

- C. All equipment must be provided with operating instructions.



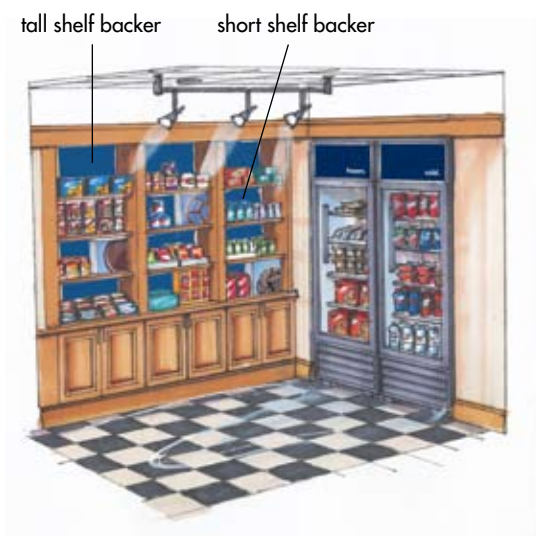
Rules Of Operation

109.04 Suite Shop

A Suite Shop is required in Hampton Inn & Suites. On occasion, a Suite Shop will exist in a Hampton Inn. The Hampton Brand realizes that Suite Shop configurations are different. Configurations that exist in older hotels and conversions are different from newly constructed hotels. With the exception of optional alcohol offerings, the following products and graphics are the minimum requirement in all Hampton branded Suite Shops. Properties that have unusual configurations that do not have adequate space to comply with these standards may consult with the Hampton Brand Team at 775 Crossover Lane, Memphis, Tennessee 38117 for alternative solutions.

All hotels with a suite shop must comply with the following standards.

- A. The purpose of the Hampton Suite Shop is to offer guests a convenient place to purchase snack and sundry items. It is also a place where we have an opportunity to extend our Hampton brand personality. We do this by utilizing low cost, high-impact graphics that complement the *Make It Hampton* graphics program displayed throughout the hotel.
- B. Regardless if the property is a Hampton Inn or a Hampton Inn and Suites, the property must follow the standards listed below for installation and setup of a Suite Shop. All Suite Shops have displays that consist of:
 1. Existing shelving or millwork
 2. A refrigerator and freezer
 3. A free-standing merchandiser with a price menu when space permits.
 - a. In small Suite Shops where space does not allow the use of a merchandiser, the price list may be displayed in a clear, free-standing Plexiglas frame on the desk of the transaction window.
 - b. Where individual pricing of merchandise is mandated by local laws, pricing must be professional in appearance (i.e., pricing gun labels) and positioned in accordance to local code.
 4. The Suite Shop kit containing shelf-backer graphics, tray graphics and display trays
- C. Shelving



Existing construction with architectural fins

Suite Shop shelving is to be made of tempered glass, solid wood or laminated MDF. Wire or Plexiglas shelving must be replaced with tempered glass, solid wood or laminated MDF using appropriate hardware. This is true whether a property has wall mounted standards or slat wall.



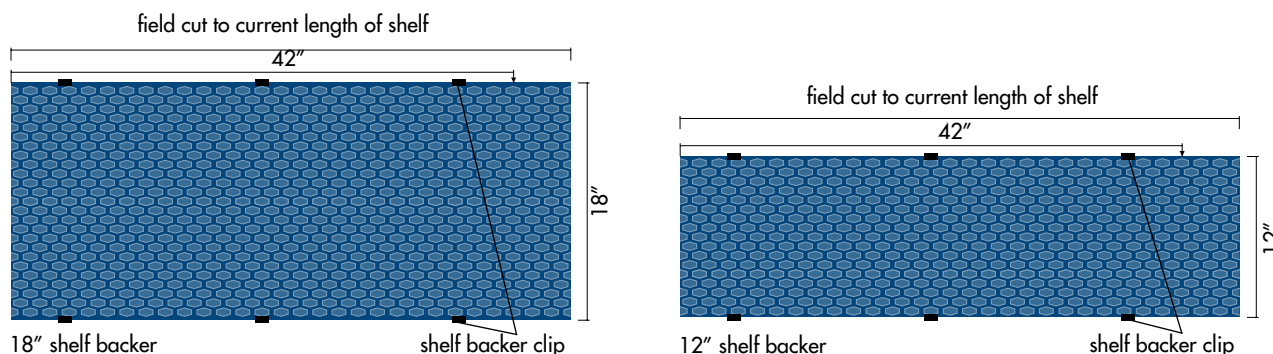
Rules Of Operation

The merchandising wall is divided into three equal sections—sweet, savory and candy/sundries. If your property does not have built-in millwork similar to the prototype example, the merchandising wall should be divided into three sections that are approximately three feet in length with two inches between each section. Smaller zone sections are permissible if space does not permit three-foot sections. Properties that have unusual configurations, including slat wall, may consult with the Hampton Brand Team at 775 Crossover Lane, Memphis, Tennessee 38117 for alternative solutions.

To assure that merchandise and graphics fit, adjust the top shelf to a height of 18 inches. Adjust all other shelves to a height of approximately twelve inches.

D. Shelf-Backers

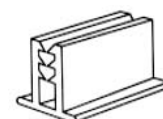
Shelf-backers are Lightjet prints on Kodak Endura Silver metallic stock dry mounted to 1/8" sintra with a low gloss laminate and are available from Harlan Graphics. (See OnQ Insider > Hampton > *Make It Hampton Product Reorder Catalog*.)



A shelf-backer graphic is placed on the back of each shelf. The shelf-backer graphic reduces the depth of the shelves to minimize the quantity of merchandise that has to be maintained to ensure a full and plentiful presentation. The shelf-backer graphic must be placed twelve inches from the front edge of the shelf no matter the depth of shelf. The 18" high shelf-backer is used on the top-most shelf. The 12" high shelf-backers are used for the remaining shelves to maintain the proper shelving distances. Modifications to the existing shelving may be necessary. If the shelf-backer graphic must be modified to fit, use a sharp craft knife to make necessary cuts. If your existing conditions do not allow the above measurements, consult the Hampton Brand Team at 755 Crossover Lane, Memphis, Tennessee 38117.

E. Shelf-backer Clips

Shelf backers must be held in place using SemaSys clear grip self-adhesive shelf-backer clips. Clips are available on OnQ Insider > Hampton > *Make It Hampton Product Reorder Catalog*. Three clips are placed on top and bottom of the shelf at a 36" distance. If your existing conditions do not match the above standards consult Hampton Brand Team at 755 Crossover Lane, Memphis, Tennessee 38117.

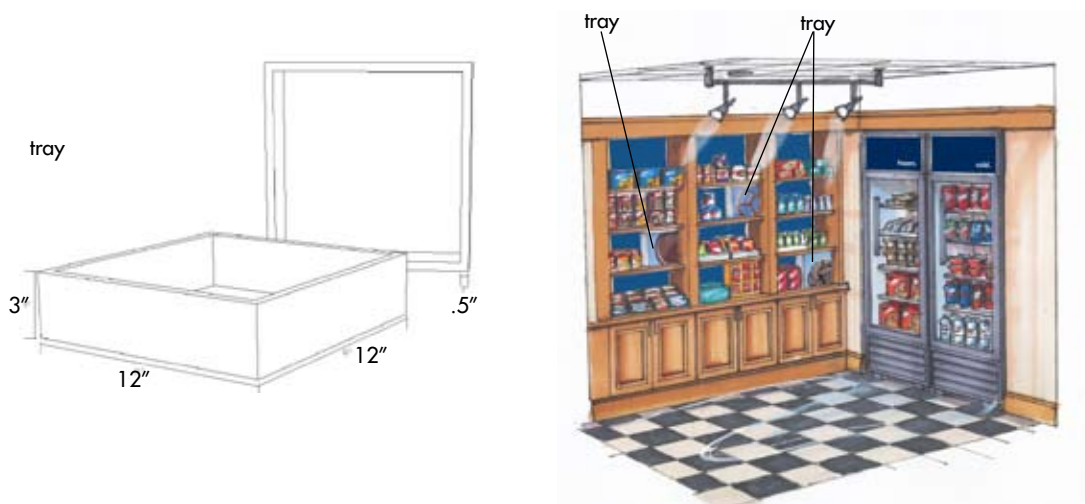


#120189
shelf backer clip



Rules Of Operation

F. Display Trays with Graphic Inserts and Acrylic Risers

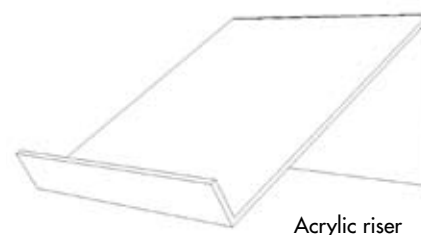


The sweet, savory and candy/sundry sections use display trays with graphic inserts. These 12" x 12" x 3" trays have two uses. One use is to contain small merchandise on the shelves such as candy bars or mints or bulk products. The other use is for a graphic identity system on the shelves. Trays and tray graphics are available on OnQ > Hampton > *Make It Hampton Product Reorder Catalog*.

Hampton-branded graphics are inserted into the bottoms of the trays. The trays are then turned upright to show the graphic. There must be one graphic display tray in each section—sweet, savory and candy/sundry. Place the trays either to the far right or far left on the shelf in each section.

An acrylic riser should be used to display small items such as candy on shelves in the bays. The riser is available OnQ Insider > Hampton > *Make It Hampton Product Reorder Catalog*.

If your property has limited shelf space, the use of the trays as graphic identity system can be eliminated. The trays should still be used, however, as holder of small items that don't stack nicely on the shelves. No other containers may be used for the display of merchandise.



Acrylic riser

G. Refrigerator and Freezer Graphics

The refrigerated and frozen categories also have Hampton-branded graphics. These include backlit graphic panels and tray graphics. Graphics for the exterior of the refrigerator/freezer unit are available in two sizes. Custom sized graphics may be ordered for older refrigeration/freezer units. No brand endorsements are allowed on either of the units. Consult Hampton Building [Standard 305.03](#) for recommended specifications for equipment.



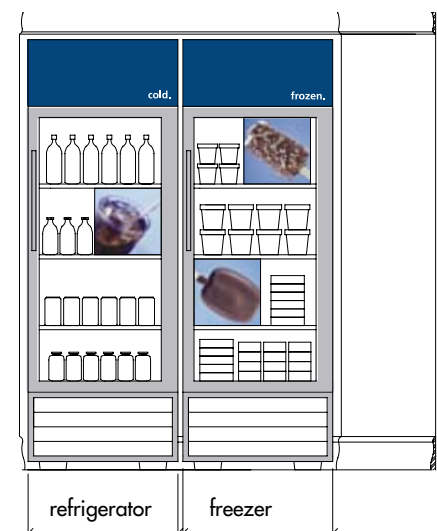
Rules Of Operation

Tray graphics



Display trays and graphics are used inside the units. Each section should have at least one tray displayed. Place the trays either to the far right or far left of the section.

The refrigerated and frozen categories also use graphic trays. Each of these two categories must have at least one tray displayed. Place the trays either to the far right or far left of the section. If your property has limited shelf space or has a high volume of sales in this category, the use of the trays as graphic identity system may be eliminated to reduce the amount of restocking or reduction of actual merchandise.





Rules Of Operation

H. Merchandiser

One merchandiser must be placed inside the Suite Shop adjacent to the transaction window. It is used to display the price menu for all items in the Suite Shop and to display merchandise. If space does not permit the use of the merchandiser, it may be eliminated. In this case, the price menu is to be displayed on the desk of the transaction window in a clear, free-standing plexi-glass frame. The price menu must be printed by a professional printer on bright white paper. The template is available on OnQ Insider > Hampton Brand > Products & Services > Make It Hampton > Touchpoints > Suite Shop > Price Template.

The merchandise displayed in the merchandiser should reflect food products unique to your area. These products should have a souvenir quality about them. They do not have to be for immediate consumption. For example, in Memphis you could display bottles of BBQ sauce on the shelf.

I. Setting Up Merchandise

Merchandise in the Suite Shop is organized to make it simple for the guest to find what he or she needs easily and to encourage sales. The size and layout of the Suite Shop will vary from property to property. However, using these simple merchandising techniques will create a positive and consistent shopping experience at any location.

1. Always Merchandise From Top To Bottom

Items are merchandised in vertical columns creating a zone for each category. Zones are never organized in horizontal rows. Most Suite Shops have approximately three, three-foot sections of merchandising space. This allows for one three-foot section for sweet, one three-foot section for savory, and one three-foot section for both candy and sundries.

If your property has limited space, evaluate what items are purchased or requested most often by your guests and stock those items. Try to follow the same vertical merchandising format as Suite Shops without restricted space.

2. Balance

Balance is also important when organizing the presentation. When a presentation is well balanced, products that are not similar in size and shape appear more inviting.

Balance the density and color of the merchandise on the shelf by placing the biggest or bulkiest items in the middle and then placing smaller items on the left and right sides of the shelf. This creates a pyramid shape. We recommend that in this small space, the majority of shelves contain only one or two types of product. For example, a shelf in the sweet category could contain six to eight rows of Pepperidge Farm® cookies.



Rules Of Operation

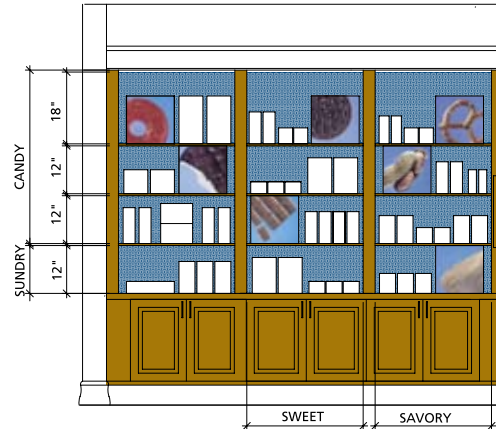
3. Density

Shelving must be twelve inches on center from top to bottom so that products can be stacked—leaving just enough space to easily get to the top item. This not only maximizes shelf space, it looks better, too. Similar types of merchandise should be placed close together. Rows should be placed one inch apart creating visual breaks between products or flavors of products.

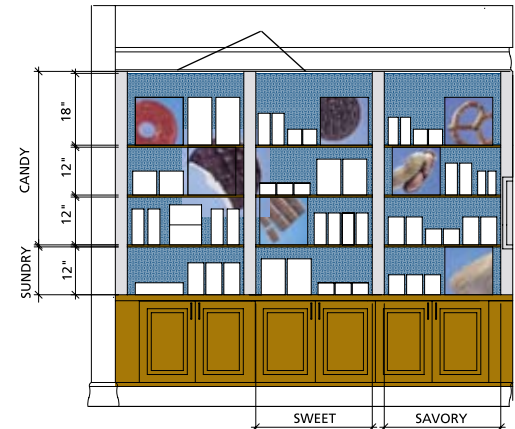
4. Merchandise

Merchandise must be displayed based on six zone categories of merchandise: sweet, savory, candy, sundries, beverages and frozen. Zones are then subdivided into the following categories: Premium/Specialty Products, Novelty and Local Products and Everyday Favorites. Merchandise within the same category must be kept together when displayed—no mixing of categories on a shelf. Restock shelves regularly so everything looks bountiful and neat.

With architectural fins



Without architectural fins





Rules Of Operation



a. Savory Zone

- 1) Premium/Specialty Products – Fill section with two or more brands, multi-serving size.

NOTE: Premium quality local products may also be included in this section.

Recommended selections: cheese straws, cocktail biscuits/crackers, specialty corn chips and salsa, Kettle™ Brand Potato Chips, Poore Brothers Potato Chips®, Zapp's® Potato Chips

- 2) Novelty or Local Products – Fill section with one or more brands, multi-serving size.

Recommended selections: honey roasted peanuts, deluxe mixed nuts, fancy whole cashews, natural pistachios, caramel corn with premium nuts such as almonds or pecans, trail mix, bagel chips, sourdough pretzels

- 3) Everyday Favorites – Fill section with one brand of microwave popcorn and two or more brands of single-serving size snacks.

Required selections: Ritz Bits® sandwiches and Doritos® snacks

Recommended selections:

- a. Microwave popcorn – two rows of natural flavored, two rows of butter flavored; Orville Redenbacher® or Act II® Microwave Popcorn
- b. Snack mixes and chips – Gardetto's® Snack Mix, Chex Mix® snacks, Bugles®, Lays® snacks, Frito's® snacks, Rold Gold®, Brach's® Popz® popcorn, snack crackers (peanut butter, cheese)



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b. Sweet Zone

- 1) Premium/Specialty Products – Fill section with two or more brands.

NOTE: Premium quality local products may also be included in this section.

Recommended selections: Cookies – Pepperidge Farm®, Mrs. Fields®, Famous Amos®, Brent & Sam's®

- 2) Novelty or Local Products – Fill section with one or more brands, multi-serving size.

Recommended selections: chocolate covered pretzels, local confectionary specialty

- 3) Everyday Favorites – Fill section with four or more brands of granola bars and treats.

Required selections: OREOS® and Chips Ahoy®

Recommended selections:

- a) Granola/energy bars – Kudos®, Quaker® Chewy®, Nature Valley®, Oats'N Honey Granola Bars, PowerBars®
- b) Treats – Nutter Butter®, Kellogg's® Rice Krispies Treats®, Fig Newtons®, Keebler® Soft Batch® Cookies



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c. Candy Zone

- 1) Premium/Specialty Products – Fill section with two or more brands.

NOTE: Premium quality local products may also be included in this section.

Recommended selections: Ghirardelli® Chocolate Squares, Sharffen Berger®, Lindor® Truffles, Godiva® four piece box, Toblerone®

- 2) Novelty or Local Products – Fill section with one or more brands.

Recommended selections: Lake Champlain® (Chicago), Esther Price® (Cincinnati), See's® (California), Ethel M's®, Dove®

- 3) Everyday Favorites – Fill section with two or more brands of chocolate and two or more brands of mints/hard candy.

Required Selections: M&Ms®, plain and peanut, and Snickers®

Recommended selections:

- a) Chocolate – Hershey's®, Mars®, Reese's®
- b) Mints/Hard Candy – Altoids®, LifeSavers®



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d. Sundries Zone

Fill one shelf with sundry items. At least one package of each category is required. Brands are recommended.

NOTE: Even though some of these items are offered in guest rooms as complimentary amenities, alternative selections must be offered in the Suite Shop as well.

- 1) Mouthwash, peppermint or spearmint
Recommended selections: Scope®, Listerine®
- 2) Toothpaste, mint gel
Recommended selections: Crest®, Colgate®, Aquafresh®
- 3) Deodorant, women's and men's
Recommended selections: Gillette®, SpeedStick®, Right-Guard®
- 4) Shaving cream, women's and men's
Recommended selections: Gillette® Satin Care®, Gillette®, Barbasol®
- 5) Hairspray
Recommended selections: Pantene®, ThermaSilk®, Suave®
- 6) Hair gel
Recommended selections: L'Oreal Studio Line®, Pantene®, ThermaSilk®
- 7) Brushes/combs, two different types; all-purpose
- 8) Panty liners/shields
Recommended selection: Carefree®
- 9) Tampons
Recommended selections: Playtex®, Tampax®



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- 10) Pain relievers, two brand minimum.
Recommended selections: Tylenol®, Aleve®, Advil®, aspirin
- 11) Antacid, variety of flavors
Recommended selections: Tums®, Rolaids®
- 12) Eye Drops
Recommended selections: Visine® or Clear Eyes®
- 13) Cough drops, roll-type packaging, variety of flavors.
Recommended selections: Halls®, Luden's®, Vick's®
- 14) Disposable razors, double or triple blade, men's and women's
Recommended selections: Gillette®, Shick®



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e. Frozen Zone

Keep freezer shelves full at all times.

1) Premium/Specialty Products

Frozen prepared dinners: two or more brands, two or more meal choices per brand.

Recommended selections: Stouffer's®, Lean Cuisine®, Marie Callenders®

2) Recommended: Ice cream, pint size.

Recommended selections: Ben and Jerry's®, Haagen-Dazs®, Godiva®

3) Novelty or Local Products

Ice cream bars: two to four brands, individual serving-size (box packaging recommended).

Recommended selections: Dove® Ice Cream Bars, Klondike® Ice Cream Bars

4) Everyday Favorites

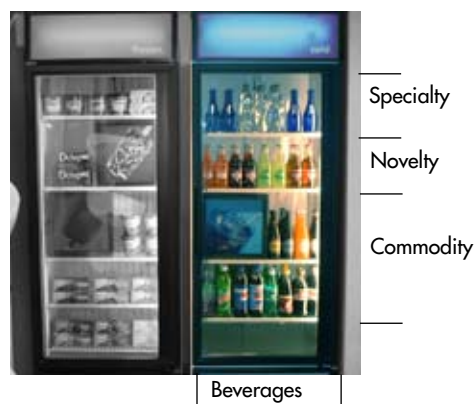
Novelty bars: two to four brands, individual serving-size.

Required Selections: Snickers® Ice Cream Bars

Recommended selections: Dole® Fruit Bars, Nestle®, Drumstick® Ice Cream Cones, Nestle® Crunch® Ice Cream Bars, Butterfinger® Ice Cream Bars, HEATH® Ice, Cream Bars, REESE'S® Ice Cream Bars, OREO® Ice Cream Sandwiches™



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f. Beverage Zone

Keep refrigerator shelves full at all times.

1) Premium/Specialty Products

Bottled water: regional bottlers, fill one shelf with 16 to 24 oz. sizes

2) Novelty or Local Products (recommended)

Carbonated beverages; 12 oz. size; two or more brands, two or more flavors per brand

Recommended selections: Jones Soda® (Cream Soda, Green Apple, Fufu Berry, Orange Cream) or IBC® (Root Beer, Cream Soda, Black Cherry)

3) Everyday Favorites

a) Juices: two or more flavors, single serving size.

Required selection: Gatorade®

Recommended selections: Tropicana® Pure Premium® Juices (apple and orange), V8® Juices, V8 Splash Juices® (citrus blend, tropical blend, orange pineapple), Ocean Spray® Cranberry Juice

b) Carbonated beverages: leading national brand, minimum of four flavors. Soda products may be in a 12 oz. can or 16 oz. bottle. No bottles larger than 20 oz. are permitted.

Required selection: Coke® and Diet Coke® or Pepsi® and Diet Pepsi®

Recommended selections: Sprite®, Dr. Pepper®, Mountain Dew®, Slice®



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- c) Beer and wine (optional and only where allowed by law); fill one shelf. Hard liquor is not permitted.

Beer; in 12 oz. bottles or cans; regular and light

Wine; in four to eight oz. bottles

109.05 Business Center (if applicable)

All hotels with a Business Center must meet the following minimum requirements. The Center must be easily available for guests' use at all times. All system cabling must be neatly arranged and out of guest view. The center must contain:

- A. Computer workstations (one minimum) with high-speed Internet access and software to include the latest version of Microsoft Windows and Microsoft Office.
- B. Two desk chairs
- C. Telephone(s). If there is only one phone, it must be a standard telephone with the ability to access an outside line for local calls and credit card calls. One standard phone for house and local calls and another phone for credit card calls is acceptable. This telephone(s) must be restricted from dialing guest rooms/suites.
- D. An ink jet or laser printer with connection capability for laptops
- E. A fax machine (or service provided on premise)
- F. A calculator
- G. Office supplies (expendable pens, pencils, paper, tape, scissors, clips, a stapler with staples, etc.)
- H. Various up-to-date reference materials (dictionary, thesaurus, local telephone books and Yellow Pages, zip code directory, atlas, etc.)
- I. FedEx supplies

109.06 Lobby Computers (if applicable)

A hotel, as an option, may choose to install a computer workstation in the lobby for complimentary guest use. The workstation must be housed in a piece of finished furniture matching the décor of the lobby. All system cabling must be neatly arranged and out of guest view. The workstation must have the following features:

- A. A computer workstation with high-speed Internet access, and software to include the latest version of Microsoft Windows and Microsoft Office
- B. A comfortable desk chair matching the surrounding lobby décor
- C. An ink jet or laser printer with connection capability for laptops



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110.00 Employee Service Standards

- 110.01 All employees must verbally greet the guest and offer the guest assistance (when appropriate).
- 110.02 All employees in telephone contact with guests must perform the following minimum behaviors upon each contact:
 - A. Offer an appropriate greeting.
 - B. Identify either the specific hotel in the case of outside calls or the department in the event of inside calls.
 - C. Offer assistance.
 - D. Any guest that is required to wait, either for an initial answer or by being put on hold, should receive an apology.
 - E. Requests for wake-up calls must be confirmed by repeating the guest's room number and time.
 - F. Incoming calls must not be connected to a guest room/suite until the caller has verified the guest's name. No calls should be connected based only on the caller asking for a room number.
- 110.03 While on duty, employees must never chew gum, smoke, drink or eat in view of the public.
- 110.04 All team members must be in the "i am hampton collection" wardrobe while on duty. See [Section 500](#) for "i am hampton collection" Standards. General Manager and management positions may be excluded. However, it is recommended that they participate in the "i am hampton collection" wardrobe program as deemed appropriate.
- 110.05 All employees including management must wear their name tag while on duty. See [Section 400](#) for examples.
 - A. All tags will contain graphic images and display the team member's name.
 - B. Management personnel, at their discretion while representing the hotel off site, are permitted to wear the approved 'off property' name tags including the manager's full name, title, hotel location, city and state where the hotel is located (etched) and the Hampton logo.
- 110.06 No team member should be sitting in chairs or on stools behind the registration desk at any time.
- 110.07 Guest services representatives and breakfast attendants must be able to communicate with guests in English, as well as in the official language of the country in which the hotel operates.
- 110.08 Hotels with registration or welcome walls that include doors visible to guests must keep the doors closed from 7 a.m. to 11 p.m. daily. Doors to non-guest areas must remain closed at all times. This includes back office, front desk, housekeeping, pantry, maintenance shop and storage room entry doors.



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111.00 Front Desk Service Standards

- 111.01 Guest service representatives must be thoroughly familiar with all hotel facilities including the location of vending areas, elevators, ice machines, etc., and with policies regarding lost and found items, safety deposit boxes, the swimming pool, rates and availability of rooms.
- 111.02 On-duty employees must *always* be able to reach a manager or supervisor by beeper or by cellular phone to assist in resolving unexpected situations and service requests.
- 111.03 The front desk is required to be staffed 24 hours a day and never left unattended. Appropriate staffing levels must be maintained to ensure this requirement is met.
- 111.04 Guest service representatives must be able to provide directions to local businesses, places of interest, major highways, airports, restaurants, places of worship, etc.
- 111.05 Non HHonors check-ins must include the following (see [Rule 112.00](#) for HHonors check-in/check-out protocol):
 - A. Representatives must greet each guest with the appropriate Customer Really Matters (CRM) welcome protocol.
 - B. Representatives must be pleasant, professional, efficient and use one of the five connection techniques (Unexpected Delights, Compliments, Humor, Anticipate or Empathy).
 - C. *The guest's name must be used at least once.*
 - D. Confirm length of stay and assigned room type.
 - E. After 5:00 p.m. check-in, offer the guest wake-up call service.
 - F. During check-in, guest room/suite numbers are not to be announced.
- 111.06 At check-in each guest will be handed an electronic key card inside of the approved paper key envelope along with the weekly approved high-speed Internet access code and card.
- 111.07 After check-in, all guests must be called to confirm their satisfaction (see [Rule 102.07](#) for details).
- 111.08 Express Check-in service must be provided to all guests arriving at airport hotels by shuttle or hotel-provided taxi service. The Express Check-in process should be quick and efficient.
 - A. A representative should obtain the guest's name either upon receiving the call for pick-up or upon entering the hotel's shuttle van.
 - B. Representatives should be pleasant, professional and efficient in obtaining the guest's name. The hotel representative should then inform the guest that Express Check-in service will be available upon arrival at the hotel.
 - C. Upon arrival, the guest will only need to present their payment at the desk and sign the registration card.
 - D. The guest must be informed of the 100% Hampton Guarantee, wake-up call service and Express Check-out.



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- 111.09 All check-outs handled at the front desk must include the following, conducted verbally:
- A. Inquire about guest's stay and quality of service. If the guest is not completely satisfied, they must not be charged for the stay.
 - B. Confirm method of payment.
 - C. Offer to make further reservations.
 - D. Thank the guest.
- 111.10 Express Check-out
(see [Rule 112.04](#) for HHonors Express Check-out protocol)
- A. Express Check-out must be available for all guests not paying with cash.
 - B. Express Check-out can be delivered via two options:
 1. Print all Express Check-out folios and seal each one with a 100% Hampton sticker. Write the guest room/suite number on each sticker. Deliver Express Check-out to all occupied guest rooms/suites by 7:00 a.m. daily (this is the brand recommendation), or
 2. Print all Express Check-out folios and seal each one with a 100% Hampton sticker. Write the guest room/suite number on each sticker. Arrange folios in numerical order and place them at the front desk so that they are available to guests by 7:00 a.m. daily.
- 111.11 Disabled and Sight Impaired Guests Documentation
The hotel (front desk staff) must maintain a daily log in a binder or a clipboard containing a listing of guest rooms occupied by disabled/sight impaired guests. The binder or clipboard must be accessible by all hotel employees and must be available for Quality Assurance review. The log must contain:
- A. The guest room number
 - B. Guest name
 - C. Check-in/check-out information
 - D. Guest challenge or impairment
- 111.12 Ultimate Service – *Setting Up to Serve*
Setting Up to Serve components (Directional Cards or hotel concierge information in the OnQ Property Management System, A to Z Binder, Menu Folder, FAQ Card and *As If By Magic Kit*) must be maintained and must be available to guests.
- A. Each hotel must have available at the front desk and provide to guests directional cards to popular local establishments or attractions upon request. The cards must be filed in your *Setting Up to Serve* Card Filer. The card template is available on your CD *Forms and Files* disc.



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- B. Each hotel must have a *Setting Up to Serve A-Z Guidebook* available at the front desk for easy reference by guest service representatives to address guest questions. If the *A-Z Guidebook* is not utilized, then all information must be maintained in the OnQ Concierge function. It is also highly recommended that a second book be provided in the breakfast area.
- C. Each hotel must have a variety of items at the front desk for guest use on a complimentary basis. Known as the As If By Magic Kit, suggested items include: eyeglasses repair kit, shoe shine kit, nail care products, ear plugs, hair spray, etc.



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112.00 Hilton HHonors Guest Protocol

112.01 Express Check-in (Zip-in Check-in™)

Express Check-in service must be provided to all HHonors members. This process should be quick and efficient. The key and key envelope, along with the weekly approved access code, should be prepared prior to the guest's arrival.

Note: When using e-Forms, the hotel does not need to purchase HSIA access cards. The access code can be manually written on the back of the e-Form key card jacket.

- A. Upon arrival, the guest will only need to present their Hilton HHonors membership card or a valid driver's license. The guest service representative will pull the key envelope from the key card holder and use the appropriate Customer Really Matters (CRM) protocol.
- B. Representatives must be pleasant, professional, efficient and use one of the five connection techniques (Unexpected Delights, Compliments, Humor, Anticipate or Empathy).
- C. The guest's name must be used at least once.
- D. During check-in, guest room/suite numbers are not to be announced.
- E. Confirm length of stay, method of payment, knowledge of complimentary services and confirm airline partner for point accumulation.
- F. All other check-in protocol is suspended.
- G. At Hampton Inn & Suites, Gold and Diamond HHonors guests must be upgraded to a suite if one is available.

NOTE: The room should be pre-assigned before the guest's arrival. The key and key envelope should be prepared prior to the guest's arrival.

112.02 HHonors Courtesy Call-back

After check-in, all HHonors guests must be called to ensure their satisfaction. See [Rule 102.07](#).

112.03 Daily Newspaper Delivery

All HHonors members are to receive a *USA TODAY* newspaper delivered directly to their guest room/suite daily by 7:00 a.m. Monday through Friday. New properties that need to establish *USA TODAY* subscription service should call *USA TODAY*'s national account manager at 303-487-5425. The national account manager will direct properties to the correct *USA TODAY* regional office.

- A. Provide delivery of the newspaper to the door of all occupied guest rooms/suites by 7:00 a.m. in the approved bag placing it on the door handle (if the newspaper will slip completely under the guest room door, no bag is needed).
- B. The newspapers are then delivered to the guest room/suite and hung on the door handle.



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- C. The front desk cannot be left unattended. Additional personnel (i.e., a maintenance or housekeeping employee) will be needed to deliver the papers.
 - D. Newspaper delivery to the guest room/suite is required at all Hampton hotels (Monday through Friday).
- 112.04 Express Check-out (Zip-Out Check-out™)
- HHonors guests receive Express Check-out folios along with *USA TODAY* newspapers delivered to their guest room/suite using the approved newspaper bag and Express Check-out format. The front desk cannot be left unattended. Additional personnel (i.e., a maintenance or housekeeping employee) will be needed to deliver papers.
- A. The night auditor prints folios and seals them with 100% Guarantee stickers, writing the room numbers on the sticker.
 - B. Provide delivery of the newspaper to the door of all occupied guest rooms/suites by 7:00 a.m. in the approved bag placing it on the door handle (if the newspaper will slip completely under the guest room door, no bag is needed).
 - C. Deliver Express Check-out folios/newspapers to all HHonors guest rooms/suites by 7:00 a.m.
 - D. The Express Check-out folio should be slipped underneath the door. The newspaper and newspaper bag are to be placed on the guest room/suite door handle. (Exterior only – if the Express Check-out folio cannot be slipped underneath the door, then the guest should be informed that it will be available for him/her at the front desk in the morning by 7:00 a.m. See Express Check-out [Rule 111.10](#)).
 - E. Newspaper delivery to the guest room/suite is required at exterior corridor hotels.
- 112.05 “The Hampton Touch” Gold and Diamond Elite Status
- A. HHonors elite members’ (Gold and Diamond) are to be prepared by housekeeping personnel. When a Gold or Diamond elite member participating in the My Way Program chooses to receive points in lieu of an in-room amenity, amenity preparations are not required, including the HHonors postcard.
 - B. Snack and Water Specifications
 - 1. The following are the approved snack items. Choose one, but it is recommended that the choices be alternated to provide variety. Order items a. through i. from your local supplier. See the phone number with item j. to order custom HHonors chocolates.
 - a. Chips Ahoy Cookies (Nabisco) – 4 cookies, 1.4 oz.
 - b. Oreo Cookies (Nabisco) – 6 cookies, 2 oz. or the 1.14 oz 4 pack
 - c. Chex Mix (General Mills) – traditional flavor, 1.75 oz.
 - d. Cheez-It (Sunshine) – party mix, 1.75 oz.
 - e. Chips (Cheetos, Fritos Corn Chips, Lay’s Classic, Lay’s BBQ, Doritos) – 1.5 oz.
 - f. Cracker Jack – 1 oz.



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- g. Grandma's Cookies – chocolate chip, 2.75 oz.
 - h. NutraGrain Bars
(Strawberry & Crème Twists, Strawberry, Blueberry) – 1.3 oz.
 - i. Candy Bars (M&Ms, 3 Muskateers, Milky Way, Twix, Snickers, Reese's Milk Chocolate Peanut Butter Cups) – 1.6 oz.
 - j. Hilton HHonors Custom Chocolates
To order, call Rikki Steinharter at Astor Chocolate Corp., (732) 901-1000 ext. 1130.

Astor Chocolate Mints – slide box with 2 milk chocolate mint squares,
#FS012HH

Or

Visions Truffles – box with 2 hazelnut truffles, #FS251HH
2. The following is required for the bottled water. Order these from your local vendor.
- a. The water must be a nationally recognized brand (Evian, Dasani, Arrowhead, Ice Mountain, Deer Park, Aquafina, Zephyr Hills, Ozarka, Poland Springs or Crystal Geyser).
 - b. The bottle must be 16.9 fl. oz.

112.06 Extended Stay Check-out

If an HHonors member needs extra time in their room, he/she can call the front desk to extend their check-out. The front desk should do everything possible to accommodate the request.



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113.00 Customer Really Matters (CRM)

113.01 Service Recovery: Beyond the Guarantee (Gold and Diamond VIP Members Only)

- A. Every Gold or Diamond VIP guest who invokes the Guarantee and/or expresses a complaint about the hotel will receive the following recognition:

If the Gold or Diamond VIP member is checking out or has checked out, a personalized apology card from the GM is to be mailed to the guest's address within 48 hours of checkout. In addition, HHonors Diamond VIP members will receive a personal phone call from the GM or the AGM as an additional touch for apology and service recovery. The call must be placed within 48 hours of checkout.

Or

If the Gold or Diamond VIP member is a stay-over the GM will deliver a personalized apology card along with one of the recommended apology amenity items (listed in B) to the guest's room. In addition, HHonors Diamond VIP members will receive a personal phone call to their room from the GM or the AGM as an additional touch for apology and service recovery. The call must be placed prior to the guest checking out.

- B. One apology amenity must be provided to Gold and Diamond VIP Members; each hotel must carry a minimum of five from the following list:
1. Free tickets to location attractions
 2. Gift basket
 3. Gift certificate to local restaurant
 4. Free appetizer or dessert certificate at local restaurant
 5. Hilton Gift Checks (\$25, \$50, \$100)
 6. Bath products (bubble bath, shower gel, powder)
 7. Free in-room movie pass
 8. Local amenities (example: salsa in Texas, cheese in Wisconsin, etc.)
 9. Local movie theatre pass

113.02 The 100% Hampton Guarantee and the HHonors Diamond VIP Guest

- A. In addition to the 100% Hampton Guarantee, HHonors Diamond VIP guests (paid and reward stays) must also receive immediate (same day) refund of Points & Miles back to their accounts. The property will pay for the Points & Miles fee. The hotel must retain and make available a 30 day rolling record of these transactions.
- B. In order to support customer satisfaction and loyalty, the Hilton Hotels corporation Guest Assistance Department has the discretion to grant HHonors Diamond Member up to two complimentary future nights. This fee will be charged back to the property.



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113.03 HHonors Diamond VIP Walk Policy

To protect the relationship between the super high frequency Diamond VIP members and the Hilton family, all brands are introducing a *Diamond VIP Walk Policy*. That means if a hotel happens to walk a Diamond VIP member, we're going to take steps to keep that best guest loyal to us. This means that we'll follow the same procedures that we do today. *Not only will this policy serve to protect very valuable customer relationships; it also adds an incentive to never walk a Diamond VIP member from a Hilton property.*

- A. If an HHonors Diamond VIP member is walked, the hotel must coordinate complimentary accommodations at an equal or greater value local hotel.
- B. The hotel must pay for the first night's room and tax, plus one telephone call.
- C. The hotel must offer and/or provide transportation at no charge to the guest.
- D. All pertinent information must be reported to the HHonors Diamond Desk and the Hilton Hotels Guest Assistance within 48 hours of the guest being walked.
- E. The hotel must provide the guest with an immediate inconvenience compensation of \$100 cash.
- F. The hotel must also provide the HHonors Diamond VIP member with an immediate (same day) refund of Points & Miles back to the guest account for the first night. The property will pay for the Points & Miles fee. The hotel must retain and make available a 30-day rolling record of these transactions.



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114.00 Reservation Service Standard

- 114.01 Reservations requests must be processed for guests 24 hours daily. Employees processing reservations (via telephone or directly) must provide guests with the following information:
- A. Confirmation of hotel site
 - B. Confirmation of the type of accommodations
 - C. Confirmation of the room rate
 - D. Confirmation of the reservation conditions (e.g. 6:00 p.m., Guaranteed or Advance Deposit)
 - E. Confirmation number (advising guests to keep a record of such)
 - F. Cancellation policy



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115.00 Housekeeping And Maintenance Service Standards

- 115.01 Guest service personnel must respond to guest requests for expendable amenities and other room items (i.e., extra linens, blankets, pillows) within 30 minutes of request during the hours of 7:00 a.m. to 8:00 p.m. After-hours requests should be handled as promptly as possible.
- 115.02 Room repair requests for items that directly affect guest comfort, needs or security (i.e., televisions, HVAC, plumbing, bulbs, lamps, door locks) must be responded to within 15 minutes of the guest's request.
- 115.03 Every occupied room (stayovers and check-outs) must be serviced by Housekeeping daily unless the guest specifically requests otherwise. Guests may opt to use the red "freshen please" service signal to indicate that they wish to have their bed linens (fitted bottom and top sheets, pillowcases, duvet cover, and lumbar pillow cover) changed during stayover. Otherwise, bedding is changed:
 - A. Prior to check-in
 - B. During guests' stayover when they request
 - C. After the fourth consecutive night
 - D. When there is a visible need
- 115.04 Hotel must rotate mattresses quarterly according to the rotation schedule on the mattress. Box springs must be rotated bi-annually.
- 115.05 Each Hampton brand hotel must develop, implement and document a systematic quality control system. The system must be designed to ensure that the hotel is maintained in quality condition. A fixed schedule must be established for inspecting rooms and performing appropriate preventive maintenance (to ensure the entire hotel is inspected four times a year.)
- 115.06 Each Hampton hotel must develop, implement and document a deep cleaning program. The program must be designed to ensure that the hotel is maintained at a high level of cleanliness. Each room should be deep cleaned a minimum of four times a year. A fixed schedule must be established for deep cleaning the guest rooms/suites. At a minimum the deep cleaning program should include:
 - A. Wash/dry clean drapes
 - B. Edge vacuum
 - C. Rotate mattresses
 - D. Wash shower curtains
 - E. Vacuum and shampoo upholstery
- 115.07 Duvet inserts and lumbar pillows must be washed a minimum of four times per year or as frequently as the hotel deems necessary.
- 115.08 For hotels where glassware is not washed in a dishwasher (drinking glasses, coffee pot, microwave turntables, etc.), all housekeeping carts must be equipped with a sanitizing agent (such as #1610 Sanitizer by Daly International or equivalent product) for use on guest room glassware.



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116.00 Transportation Service Standards

- 116.01 The personnel assigned to drive the vehicles must be properly licensed (chauffeur's license, if required) and insured according to local codes.
- 116.02 Team members are required to wear a name tag and approved wardrobe pieces from the "i am hampton collection." The wardrobe must be clean and in good repair. See [Section 500](#).
- 116.03 All property vehicles must be properly registered, insured and operated according to local safety and licensing codes.
- 116.04 All property vehicles must be fully equipped with seat belts for all seats. At no time should the number of passengers carried exceed the number of available seat belts.
- 116.05 Personal vehicles cannot be used to transport guests under any circumstances.
- 116.06 Any hotel with van/vehicles used for guest transportation must be wrapped with one of the approved vinyl graphics. The material used must be a high performance vinyl and printed with solvent inks. Vans must be laminated with UV protection and windows must printed with Clear Focus vision material. For specific graphics information, see [Trademark and Identity Standards, 408.10](#).
- 116.07 All hotel vehicles must have a first-aid kit, multi-purpose fire extinguisher, and jumper cables on board at all times.
- 116.08 Brand Directory Designation
 In order for a property to be listed as an airport location in the Hampton Brand Directory, the property must provide complimentary 24-hour airport transportation.
 Courtesy vans may not be shared with another hotel without written approval from Hampton Brand Management.
 If an "airport" or "airport area" designated hotel cannot provide transportation within 30 minutes of the request, alternate means of transportation must be offered at the hotel's expense.
- 116.09 If complimentary airport transportation service is provided, the following rules apply:
 - A. A hotel must own or lease a property specific vehicle to provide complimentary transportation.
 - B. Guest Service Representatives must always advise the guest of the estimated waiting time until the van arrives and provide clear directions to the transportation waiting area.
 - C. Drivers must always assist with loading and unloading guest luggage as well as opening and closing the van doors.
 - D. Express Check-In service must be provided ([Rule 111.08](#)).



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116.10 Airport Service Center Advertising

- A. Hotel owners/operators may contract with the airport service center advertising company of their choice as long as all advertising complies with the exact standards as described in the design specifications, see [Standard 411.00](#) in the Trademarks and Identity section. Hotels may also utilize the Hampton Sales and Marketing Tool Kit <http://hamptonsalesandmarketing.com> to create this artwork at no cost to the hotel.

- B. Advertising File

Each hotel must maintain, on property, a designated airport service center advertising file for review by Hilton Hotel representatives. The file must contain current photographs of each airport service center advertisement and other pertinent documents and information related to the hotel's airport service center advertising program.



Rules Of Operation

117.00 Meeting Services

- 117.01 Ice water and cups must be provided for every meeting.
- 117.02 Tidying of meeting rooms during each scheduled coffee and meal break is required.
- 117.03 Messages received by front desk personnel must be delivered to the meeting area and posted on a central board or given to a designated member of the group (in addition to the normal guest message service).
- 117.04 An in-house duplicating service for copying documents in small quantities is required. An outside service can be recommended for large quantity copying requirements.
- 117.05 The hotel must make arrangements for reliable outside catering services when requested.
- 117.06 The hotel must provide a flip chart stand or hanger, felt-tip markers and extension cords for all meeting rooms. One DVD player, videotape player and a 32" portable high definition, wide-screen (16:9) LCD screen (maximum size 42") set must be available. Its primary use is for employee training.
- 117.07 The ability to secure rooms to be used on a 24-hour basis is required.
- 117.08 Wireless high-speed Internet access (HSIA) must be available in all meeting rooms. The business center (if applicable) will typically be covered under the wireless area of the lobby. This service is to be complimentary.



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118.00 Guest Room/Suite Amenities And Supplies

118.01 In all Hampton hotels, each guest room must contain the minimum supplies listed on the chart below. See [Section 400](#) for examples.

QUANTITY	ITEM	LOGO REQUIRED
1	Guest Services Directory* (Make It Hampton)	No
1	Red "freshen please" service signal (Make It Hampton)	No
1	Wastebasket (13 quarts)**	Yes
1	"Do Not Disturb" Card (Make It Hampton)	No
2	Ashtrays (Only in smoking rooms)	No
1	Matchbook (Only in smoking rooms)	No
1	Laundry Bag and ticket with pricing	Yes
1	TV Channel Identifier Guide/Card w/restaurant listings on the reverse (Make It Hampton)	No
1	Pen and note pad (Make It Hampton)	No
1	Telephone Book (White and Yellow pages)	No
1	Gideon Bible	No
1	Lap Desk (Make It Hampton) and Hampton Home Collection Card	No
1	Coffee Maker (minimum 4-cup size or CV1 one-cup coffee maker)	No
2	Styrofoam or Styrene Coffee Cups (Some Like It Hot, wrapped and bagged, 8 oz.)***	Yes
4	Clear Plastic Tumblers (Some Like It Cold, wrapped and bagged, 8 oz.)***	Yes

* See [Rule 118.12](#) for detailed requirements.

** Two wastebaskets are required in suites.

*** Glass tumblers and ceramic cups are not allowed in lieu of plastic tumblers and Styrofoam cups.



Rules Of Operation

- 118.02 Each existing two room suite with cook tops in a Hampton Inn & Suites must contain the minimum supplies listed on the chart below. See [Section 400](#) for examples.

QUANTITY	ITEM	SIZE	LOGO REQUIRED
1	Paper Towel Holder		
1	Roll of Paper Towels		
4	Old Fashioned Glasses	8 oz.	
2	Styrofoam or Styrene Coffee Cups (Some Like It Hot, wrapped and bagged)*	8 oz.	
4	Clear Plastic Tumblers (Some Like It Cold, wrapped and bagged)*	8 oz.	
4	Coffee Mugs	7 oz.	
4	Microwave Safe Dinner Plates	9 $\frac{3}{8}$ "	
4	Microwave Safe Bouillon Bowls	6 $\frac{3}{8}$ "	
4	Stainless Steel Dinner Forks		
4	Stainless Steel Dinner Knives		
4	Stainless Steel Teaspoons		
1	Plastic Slotted Spoon		
1	Plastic Spatula		
1	Hand Operated Can Opener		
1	Cutlery Sorter		
1	Disposable Salt & Pepper Shakers		
1	Matching Non-stick 4-piece Cookware Set (2 pots with lids; frying pan with lid)		
1	Pot Holder		
1	Wrapped Sponge		
1	Dish Towel		
1	Wastebasket (must be fire retardant) Locate in living area.	13 qt.	Yes
1	Coffee Maker (minimum 4-cup size) OR Coffee Maker (CV1 one-cup size). Locate in the kitchen dining area.		
1	Guest Services Directory (Make It Hampton)		No
1	Red "freshen please" service signal (Make It Hampton)		No
1	"Do Not Disturb" Card (Make It Hampton)		No
2	Ashtrays (Only in smoking rooms)		No
1	Matchbook (Only in smoking rooms)		No



Rules Of Operation

QUANTITY	ITEM	SIZE	LOGO REQUIRED
1	Laundry Bag and ticket with pricing		Yes
1	Welcome Kit (see 118.04)		
1	TV Channel Identifier Guide/Card w/restaurant listings on the reverse (Make It Hampton)		No
1	Pen and note pad (Make It Hampton)		No
1	Telephone Book (White and Yellow pages)		No
1	Gideon Bible		No
1	Lap Desk (Make It Hampton) and Hampton Home Collection card		No

* Glass tumblers and ceramic cups are not allowed in lieu of plastic tumblers and Styro-foam cups.

NOTE: Corkscrews and dishwasher soap must be made available upon request.

118.03 Each studio suite or two room suite without cook tops in a Hampton Inn and Suites hotel must contain the minimum supplies listed on the chart below. See [Section 400](#) for examples.

QUANTITY	ITEM	SIZE	LOGO REQUIRED
1	Guest Services Directory (Make It Hampton)		No
1	Red "freshen please" service signal (Make It Hampton)		No
2	Wastebaskets	13 qts.	Yes
1	"Do Not Disturb" Card (Make It Hampton)		No
2	Ashtrays (Only in smoking rooms)		No
1	Matchbook (Only in smoking rooms)		No
1	Laundry Bag and the pricing ticket		Yes
1	TV Channel Identifier Guide/Card w/restaurant listings on the reverse (Make It Hampton)		No
1	Pen and note pad (Make It Hampton)		No
1	Telephone Book (White and Yellow pages)		No
1	Gideon Bible		No
1	Lap Desk and Lap Desk Hampton Home Collection Card		No
2	Styrofoam or Styrene Coffee Cups (Some Like It Hot, wrapped and bagged)*	8 oz.	
4	Clear Plastic Tumblers (Some Like It Cold, wrapped and bagged)*	8 oz.	
1	Paper Towel Holder		
1	Roll of Paper Towels		



Rules Of Operation

QUANTITY	ITEM	SIZE	LOGO REQUIRED
1	Coffee Maker (minimum 4-cup size or CV1 one-cup coffee maker) Located in the kitchen or dining area		
1	Welcome Kit (see 118.04)		

* Glass tumblers and ceramic cups are not allowed in lieu of plastic tumblers and Styro-foam cups.

118.04 Welcome Kit in Suite (Hampton Inn & Suites only)

Replenish as used. Kit to include the following:

QUANTITY	ITEM
1 each	Prepackaged Coffee (caffeinated and decaffeinated). If using CV1 coffee maker is used, two packets of each coffee type are required. See Rule 118.17 .
2	Coffee Condiment Packets (clear packaging required)
2	Tea Bags (must be the same tea bags used at breakfast [Pickwick or Bigelow] teas), regular and decaffeinated bags required.
1	Microwavable Popcorn

- 118.05 Each guest room/suite designated "non-smoking" must be identified with uniformly designated signage on door exterior that indicates it is a non-smoking room (see [Trademark and Identity Standards, Section 400, Signage](#)).
- 118.06 Coin operated devices in guest rooms are not permitted.
- 118.07 Each guest room/suite must be identified with uniformly designed and clearly distinguishable numerals. All interior signage must conform with Hampton Identity Standards. Interior signage must be submitted for approval. Refer to [Trademark and Identity Standards, Section 400](#), for interior and exterior signage specifications.
- 118.08 Suites are required to have one floor planter approximately 36"h x 30"w and one table top arrangement approximately 10"h x 12"w. Plants must be high quality silk or polyester (no plastic) and containers must coordinate with decor.
- 118.09 A free-standing or wall recessed safe may be provided and should be located in the bedroom closet (optional). There can be no additional charge for use of these safes.
- 118.10 All guest room/suite light fixtures must contain 100 watt equivalent bulbs which produce a minimum of 1700 lumens (unless prohibited by fixture/shade design). The only energy saving/compact bulbs that are approved for use are listed at [Standard 309.12G](#).
- 118.11 At least six wooden or plastic coat hangers (with cross bar) of uniform size, shape and color must be provided. Additionally, at least two pants/skirt hangers with clips must be provided. Hangers must not be anti-theft and must utilize a traditional swivel hook. Hotels under PIP, renovation or opening as of July 1, 2008, must comply with this standard.



Rules Of Operation

- 118.12 Each guest room/suite must contain a guest service directory. Directories must be placed on the top of the desk or table (where applicable) in the guest room/suite.

Hotels opening after July 1, 2008, must utilize the approved inserts, three-hole punched, and placed in the approved three-ring binder directory. See diagram below.

Existing hotels that have utilized previous alternative options must utilize the three-ring style upon updating information or replacement of the in-room directory.



outside of three-ring binder: front



inside of three-ring binder: back and front



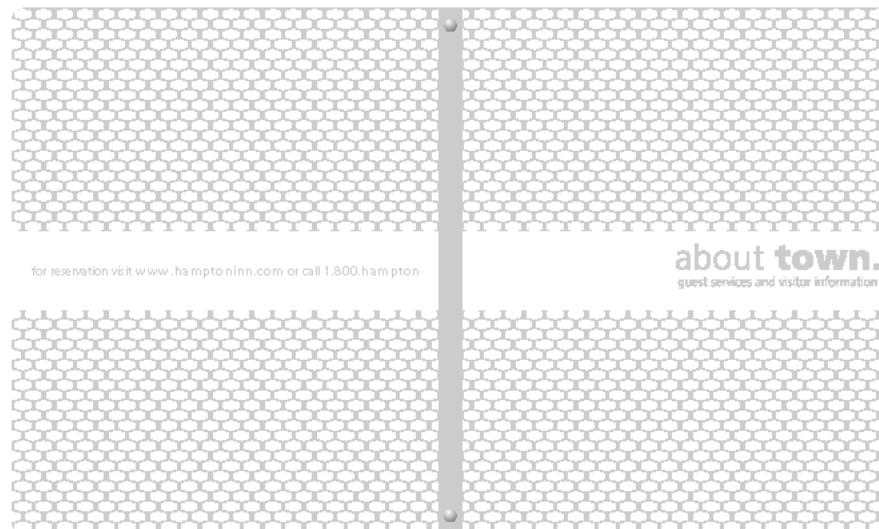
Hampton approved directory



Rules Of Operation

A. Three-ring binder specifications:

1. 1-color silk screen
2. Translucent three-ring binder with 1/2" metal spine
3. 0.035 natural clear polyethylene binder
4. 9.5" by 11.625" binder
5. Directory company needs to obtain approved binder artwork by contacting:
Hampton Brand Team
755 Crossover Lane
Memphis, Tennessee 38117
6. When requesting artwork please reference project number 14701 and item number GR 3.14.1. The file format is (Mac) Illustrator 10.
7. Approved Suppliers:
Please call the MIH Help-Line at 866-MIH-HOW2 or e-mail hampton.advice@hilton.com



outside of three-ring binder: back and front
NOTE: grey color represents the translucent binder



Rules Of Operation


B. Directory Inserts

1. Inserts must be printed on a 100# bright white stock.
2. Inserts must be in every directory in every guest room.
3. Each section in the directory inserts has its own layout for example, the page labeled guest services is the first page of the guest services section.
4. Information to be included in inserts:
 - a. Welcome
 - b. Description of property: a description of the Hampton Inn or Hampton Inn & Suites and its features
 - c. Guest services: hotel services, telephone information and appropriate extensions (see [Rule 101.03](#))
 - d. Transportation: airlines, car rental, taxis, etc.
 - e. Hotel layout
 - f. Safety and security: information on hotel security and emergency systems
 - g. Places of worship
 - h. In-room safe: information on how to operate the in-room safe (if applicable)
 - i. Dining and entertainment: information on local restaurants. Restaurants should include a range of cuisines and price points. Fast food chains should be avoided.
 - j. Area attractions: information regarding local points of interests, including times of operation, addresses, and phone numbers
 - k. Advertisements
5. Obtain approved artwork for the directory inserts by contacting:
Hampton Brand Team
755 Crossover Lane
Memphis, Tennessee 38117
6. When requesting artwork please reference project number 14701 and item number GR 3.14.2. The file format is Adobe InDesign.
7. The directory inserts must be printed by a professional printer.



Rules Of Operation

welcome



welcome

We are pleased and appreciate that you have chosen our Hampton Inn and Suites for your stay and hope you will find our accommodations and services up to your expectations.

Our entire Hampton Inn and Suites team is committed to providing you with a warm welcome, comfort and convenience, during your stay and a perfect way for your safe travel and speedy return.

We guarantee 100% guest satisfaction at this Hampton Inn and Suites hotel. Please call on any member of our hotel staff if you need assistance or have a problem during your stay. If you are not satisfied, we don't expect you to pay. We hope you will find your stay as pleasurable that you will select our Hampton Inn and Suites hotel each time travel brings you to Memphis.


In this directory, you will find detailed information about the guest services offered at this hotel. Should you need something which is not listed, or require assistance quickly, please call our Manager on Duty.

Enjoy your stay! We look forward to welcoming you back to the Hampton Inn and Suites.

Sincerely yours,
Hampton Inn and Suites

1

description of property



description of property

2

guest services



guest services

Advance Reservations Touch #
Please call Guest Services or 1-800-HAMPTON

Ball Service Touch #
Office copying, faxing, computer and printer usage.

Business Center Touch #
Open 24 hours.

Check-Out Time Touch #
Check-out time is 11:00am. If your scheduled departure does not coincide with this check-out time, please call Guest Services where every effort will be made to accommodate you.

Dry Cleaning / Valet Touch #
Monday through Friday, same-day service; pick-up before 8:30am, delivery before 9:30am. Please call Guest Services or leave at the Front Desk.

Emergency Touch #
Please call the Hotel Operator

FAX Machine Touch #
Available in the Business Center for a nominal fee.

Fire Touch #
Please see the "Safety & Security" page in this directory.

Fitness Room Touch #
Please facility with cardio aerobic and weight equipment is open 6:00am to midnight daily.

Floral Touch #
Please contact Guest Services.


Guest Services Desk Touch #
located on Lobby Level. Available to assist with all guest needs and special requests.

Hospital Touch #
Please call the Hotel Operator

Housekeeping Touch 1210
Our Housekeeping Department will be happy to supply special items, including crib, rollaway beds, bedsores, extra leather or synthetic pillows, extra blankets and extra hangers.

3

transportation



transportation

Airlines

American Airlines	1-800-435-7260
Continental	1-800-426-0880
Delta	1-800-221-1212
Southwest	1-800-525-2625
Texas World Airlines	1-800-435-7800
United Airlines	1-800-341-8333
US Airways	1-800-426-4222

Car Rental Agencies

Avis	1-800-525-ALAMO
Budget	1-800-537-2847
Dollar	1-800-466-3964
Enterprise	1-800-800-4000
Hertz	1-800-796-6222
Thrifty	1-800-796-6222

Downtown Airport Shuttle

DASH	522-1677
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Taxis

Checker Cab	577-7777
City Motor Cab Company	534-4000
Yellow Cab	577-7700

Limo/Limousine Services

Norman Limousine	452-6207
SWA	342-0003
National Limousine	327-8118

4



Rules Of Operation


hotel layout



hotel layout

5


safety & security



safety & security

6


places of worship



places of worship

7

dining & entertainment



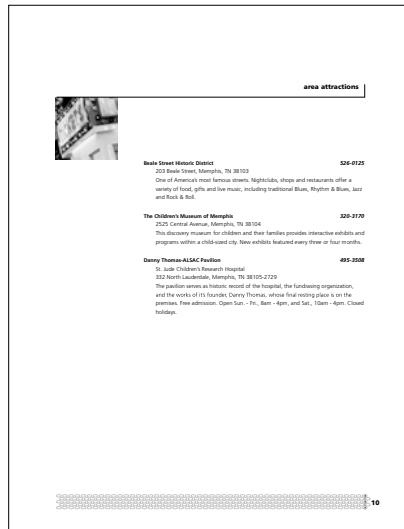
dining & entertainment

9

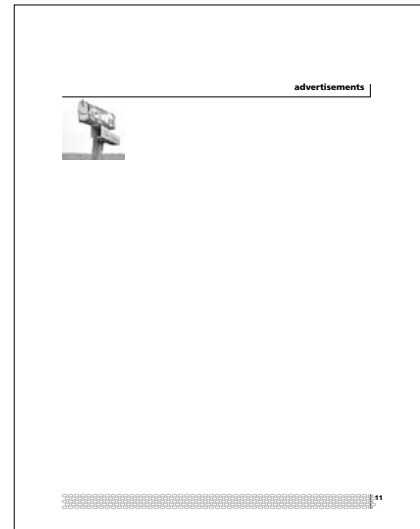


Rules Of Operation

area attractions



advertisements





Rules Of Operation

- 118.13 Each guest room is required to have an evacuation plan posted on the guest room side of the entry door. Upon replacement of any of the following items: carpet, wall treatment or case goods, this sign must be updated to meet current standards. Refer to [Standard 410.21 in Section 400](#) for a sample of this required piece.
- 118.14 Each guest room/suite must be equipped with the [Make It Hampton clock radio](#). The clock radio must be located on, but not attached to the night stand. Clock radios must have battery backups and the preset buttons must be programmed. See *Make It Hampton Product Reorder Catalog* for ordering information.
- 118.15 Televisions
- A. By January 1, 2010, all guest room televisions must have digital commercial HD LCD units (see [Standard 309.13](#) for specifications).
 - B. Starting September 1, 2007, all new construction hotels must have digital commercial HD LCD televisions installed in all guest rooms prior to opening (see [Standard 309.13](#) for specifications).
 - C. All channels received must be preset and appropriately identified. Any channel not received must be locked to user access via the commercial master remote.
 - D. Remote control unit may not be secured to any furnishings.
- 118.16 Each guest room/suite must be equipped with an iron, ironing board and caddy/organizer (see [Standard 311.00C](#)).
- 118.17 In-room coffee makers must be electric and comply with current UL commercial standards.
- A. Coffee makers must be installed in each room and must be one of two approved types:
 1. Hamilton Beach CV1 one cup coffee maker
 2. Four-cup capacity auto shut off coffee maker (with a dark colored brew basket)
 - B. One of the following approved coffee suppliers must be used in the approved packaging: (minimum .49 ounce size packs) 100% Arabica blends.
 1. Royal Cup Coffee
 2. Sara Lee Coffee and Tea
 3. S & D Coffee
 4. Courtesy Coffee

If the CV1 is utilized a minimum of two packages each of regular and decaffeinated coffee must be provided (minimum .237 ounce packets).
 - C. Condiments must be provided in clear plastic packaging two per room and include at a minimum the following items:
 1. One creamer
 2. Two sugars
 3. One sweetener
 4. One stir stick



Rules Of Operation

D. Place a coffee caddy or decorative basket to display coffee and condiments in each guest room/suite.

118.18 The following items are approved to be displayed in the guest rooms/suites all of these items must be approved per Make It Hampton specifications. See [Standard 405.00](#) for examples.

Note: Maintenance work slips are not allowed in the guest rooms.

- A. Emergency exit and safety cards ("You are here"), refer to [Standard 405.00](#)
- B. Rate card posting rack rates/legal notices/law cards, refer to [Standard 405.00](#)
- C. "Do Not Disturb" (on door knob or key slide-in type). If the key slide-in type is used, the holder is required to be in the guest room door when it is not being used.
- D. Red "freshen please" service signal
- E. Pen/notepad
- F. Guest service directory, refer to [Rule 118.12](#)
- G. TV channel guide
- H. Lap desk and lap desk card
 - 1. King room – Place at the foot of the bed on the corner closest to the door
 - 2. Double room – On the bed closest to the window, place at the foot of the bed on the corner closest to the door
- I. HSIA instructional/informational tent
- J. Approved comment card (optional)
- K. "This room cleaned by" card (optional)

118.19 [Bathroom Amenities](#)

A. Expendable Bathroom Amenities

"Purity Basics" is the Hampton brand's private and exclusive personal expendable amenity program. All Hampton Branded hotels must use Purity Basics products.

1. Standard Required Items. All hotels must supply these items:

QUANTITY	ITEM	SIZE
1	Purity Basics Facial Soap, paper wrapped, square bar	8 oz.
1	Purity Basics Bath Soap, paper wrapped, square bar	1.25 oz.
1	Purity Basics Moisturizer	8 oz.
1	Purity Basics Shampoo	8 oz.



Rules Of Operation

2. Optional Upgrade Items. The following may be offered if the hotel chooses:

QUANTITY	ITEM	SIZE
1	Purity Basics Conditioner	8 oz.
1	Purity Basics Shower Gel	8 oz.
1	Purity Basics Mouthwash	8 oz.
1	Purity Basics vanity pack in vellum envelope (cotton swabs, emery board, and cotton balls)	
1	Purity Basics Breath Mints in a tin	
1	Purity Basics Shoe Mitt with a band	
1	Purity Basics Shower Cap in a vellum envelope	

B. Other Bathroom Amenities

Each guest bathroom must contain the items listed on the chart below:

QUANTITY	ITEM	LOGO REQUIRED
1	Approved "Forget Something" Amenity tray, brand and design specific	No
1	Night Light (Plug in or hair dryer style)	No
1	A decorative soap dish must be added when it is not built into the vanity. Must be decorative and of high quality plastic or better. Wicker is not permitted.	No
1	Wastebasket, minimum 8 qt. size.	Yes
2	Rolls of toilet tissue, facial quality. (Kleenex Cottonelle 7713; Scott 4460, 7805; Northern 17096; Angel Soft 16580) <i>These are the only approved products.</i> Recommend that housekeepers fold the exposed sheet into a V-shaped point.	No
1	Box facial tissue, flat or cube box (Kleenex 21606, 21400, 21268; Surpass 21380; Northern 47796, 46596; Angel Soft 48580, 46580) <i>These are the only approved products.</i>	No
1	Ice bucket with lid, 2 ³ / ₄ qt. (2.6 liter) capacity. Glass or Styrofoam buckets and inserts are not acceptable. Recommend round insulated bucket.	No
1	Plastic bag liner for the ice bucket	No

118.20 Guest Room Linen Specifications (see [Standard 309.09](#) for complete bed specifications)

A. Standard Beds

1. Bed skirt
2. Quilted fitted mattress pad (Quantity required: one turn plus ten percent)
3. Fitted bottom sheet (Quantity required: two and one half turns)
4. 200-plus thread-count top sheet (Quantity required: two and one half turns)
5. Duvet insert (Quantity required: one turn plus ten percent)
6. Duvet cover (Quantity required: three turns)
7. Jumbo feather and synthetic pillows



Rules Of Operation

8. Pillowcases (Two and one half turns quantity required.)
9. Lumbar pillow (Quantity required: one turn plus ten percent)
10. Lumbar pillow cover (Quantity required: three turns)
11. Blanket in zippered plastic bag (Quantity: one per room in drawer or closet)

B. Rollaway Beds

1. Soundly constructed rollaway beds are to be available. Base the quantity on the needs of individual hotels (see [Standard 102.20](#)). Rollaway beds must not be stored in hallways, stairwells, or unoccupied guest rooms/suites.
2. Rollaway beds must be at least 30" (.76m) wide x 74" (1.99m) long. Mattresses must be at least 4" (.10m) thick. Foam mattresses are acceptable. Innerspring mattresses are **recommended**.

C. Sleeper Sofas

Each sleeper sofa must be neatly made-up with a mattress pad, bottom sheet, top sheet and blanket. If the blanket cannot be made up in the sleeper sofa, the blanket contained in the approved, zippered plastic bag located in a closet or a drawer ([see Standard 309.09](#)) may be used for this purpose. Only one blanket per room is required. Zippered plastic bags should not contain more than one blanket.

D. Murphy Beds

Each Murphy bed must be neatly made with a quilted fitted mattress pad, bottom sheet, top sheet, duvet insert/cover, four pillows (two firm and two soft) and red "fresh-en please" service signal).

E. [Baby Bed \(Cribs\)](#)

Soundly constructed baby beds (cribs) or play yards (play pens) are to be available. The quantity of each is to be based on the needs of individual hotels (see [Standard 102.21](#)). Cribs and play yards must not be stored in hallways, stairwells, or unoccupied guest rooms/suites. The following guidelines for cribs and play yards are provided by the U.S. Consumer Product Safety Commission.

1. Requirements for metal or wood cribs
 - a. Verify that the crib has not been recalled (up-to-date recall lists are available at www.cpsc.gov).
 - b. The slats must be $3\frac{3}{8}$ " (60mm) apart or less and no slats can be missing, loose, cracked or splintered.
 - c. The crib must not have sharp or jagged edges.



Rules Of Operation

- d. The mattress must fit tightly into the crib. No more than two fingers can fit between the edge of the mattress and the crib side.
 - e. The mattress support must be securely attached to the crib headboard and footboard.
 - f. Screws/bolts holding the crib together must be tight with none missing.
 - g. Corner posts must be 1/16" (1½mm) high or less.
 - h. Cutouts in the head board and/or footboard are not allowed.
 - i. The drop-side latches must be covered with a well-fitting crib sheet. Never use sheets made for adult beds.
 - j. There should be no pillows, comforters, stuffed animals or other soft items in the crib.
2. Requirements for mesh cribs and play yards
- a. Verify that the mesh crib/play yard has not been recalled (up-to-date recall lists are available at www.cpsc.gov).
 - b. Mesh must be less than ½" in size.
 - c. Mesh must be free of tears, holes or loose threads.
 - d. Mesh must be securely attached to the top rail and floor plate.
 - e. The top rail cover must not have any tears or holes.
 - f. The mesh crib/play yard cannot have any missing, loose or exposed staples.
 - g. The mattress/floor pad must be covered with a sheet of floor pad cover provided by the manufacturer. Never use sheets made for adult beds or crib sheets because they won't fit.
 - h. There should be no pillows, comforters, stuffed animals or other soft items in the crib.

118.21 Guest Bathroom Linen Specifications

Each guest room/suite bathroom must be supplied with a minimum of the following freshly laundered linens. For required quantities, specifications and logo requirements see [Standard 310.11A-C](#) in Building and Furnishing, Section 300.

- A. Bath towels
- B. Hand towels
- C. Washcloths
- D. Bath mats



Rules Of Operation

- 118.22 Hotels with open front vanities who desire to place towels on the shelves must fold and place them on the shelf at the furthest distance from the toilet. If desired, one hand towel and one washcloth may be displayed on the vanity top. All other hotels must place towels in the approved towel box holder. The bath mat can be placed either separately on one of the vanity shelves, the toilet tank or on the tub edge. Hotels with separate vanity areas may place bath terry, shampoo and bath soap in the toilet shower area.
- 118.23 No solicitation may be made to reduce towel laundering services.



Rules Of Operation

119.00 Quality

(Rule Of Operation 100.04L)

119.01 All Hilton Hotels are subject to periodic Quality Assurance evaluations performed by the Hilton Hotels Quality Assurance staff. The hotel is required to provide a complimentary room for the Quality Assurance Auditor for the stay relating to the evaluation. The purpose of these evaluations is to verify that all hotels are in substantial compliance with Hilton operating standards relating to:

- A. Cleanliness of the hotel
- B. Condition of the hotel
- C. Adherence to brand standard operating rules
- D. Service delivery

Evaluations are scored on a three tier grading system of:

- A. Outstanding
- B. Acceptable
- C. Unacceptable

Hotels receiving an "Outstanding" or "Acceptable" rating will be evaluated a minimum of two times each year. Hotels scoring an "Unacceptable" rating will receive a *follow-up* evaluation 30 to 90 days after the "Unacceptable" evaluation to verify improvement of deficient issues.

119.02 Hotels receiving an "Unacceptable" follow-up evaluation are deemed to be substantially non-compliant with Hilton quality standards. Upon presentation to the Quality Assurance Committee for review and consideration, the hotel may be issued a Notice of Default and Termination. Should a hotel be issued a Notice of Default and Termination, a final *special* evaluation would be conducted. The date of the special evaluation will be announced and communicated via certified mail to the principal correspondent of the hotel. The purpose of the special evaluation is to verify that all previous deficient issues have been remedied and to ensure that no new substantial issues are present. An "Unacceptable" score on the final special evaluation may result in termination of the license.

119.03 Improvement Plan

All evaluations will include a detailed "Improvement Plan" outlining remedies for all items found to be deficient. Upon completion of the inspection, the Quality Assurance consultant will review and answer any questions the General Manager has regarding the noted deficiency. If the overall Evaluation Grade is Unacceptable, then the General Manager will be required to submit an updated Improvement Planner with corrective action, person responsible for corrective action and targeted completion date to the Quality Assurance consultant within 14 days of the inspection.



Rules Of Operation

- 119.04 Each hotel must maintain a structure and décor package which offers our guests a fresh and current product. During routine Quality Assurance evaluations, QA consultants will identify properties which may have potential issues with dated or non-conforming designs in the commercial or guest room/suite areas.

When one of these potential properties is identified, the QA consultant will document any dated or non-conforming issues and forward this information to the Hilton Hotels Quality Assurance Design Review Department. If there is an issue, the hotel's owner/manager will be notified and will be required to submit a detailed plan to the Hilton Hotels Quality Assurance Design Review Department (completed by a certified interior designer of firm) for correcting these issues.

- 119.05 Plans, color boards or samples must be submitted to the Quality Assurance Department of Hilton Hotels for approval prior to any refurbishment or renovation at the hotel. *(Projects requiring approval include major renovations and construction projects as well as routine refurbishment and replacement of items such as [but not limited to] carpeting, drapery, furniture, wall treatment, Robert Allen bed skirt and lumbar pillow cover fabric colors, etc.)*

Samples and plans must be submitted to:

Hilton Hotels Corporation
Quality Assurance Department
755 Crossover Lane
Memphis, TN 38117
901/374-5000

Orders should not be processed until approval is received from Hilton Hotels Quality Assurance Department.

- 119.06 Re-licensing Renewal/Change of Ownership

Hilton Hotels Quality Assurance Department will conduct an inspection of the property, note deficiencies and variances from prevailing Hampton standards, including but not limited to construction standards and furnishing standards. A Product Improvement Plan will be prepared.

Failure to identify deficiencies does not relieve the franchisee of the responsibility of completing/correcting these items or making modifications necessary to comply with Hampton standards.

Submissions for approval must be made as follows:

- A. Where the redesign/refurbishing of existing facilities is required, design drawings, including but not limited to guest room and commercial area furnishings, layouts and interior/exterior color elevations, must be submitted to and approved by Hilton Hotels. Color renderings must be submitted to and approved by Hilton Hotels.
- B. Where construction of additional facilities is required, complete drawings and specifications are to be submitted to and approved by Hilton Hotels before beginning construction.

A visit by the Hilton Hotels Quality Assurance Department will occur on or after the project is 50 percent completed to verify progress on the approved plan.



Rules Of Operation

119.07 Brand Performance Gate Standards

A. Minimum Performance Gate

A Brand Minimum Performance Gate Standard will apply to all hotels, based upon a rolling six (6) months of data. At the time of the Quality Assurance evaluation, any hotel that has a Performance Gate score below the acceptable threshold level (in 2008 the threshold is 62 percent for Hampton Inn and 67 percent for Hampton Inn & Suites), using the Satisfaction and Loyalty Tracker (SALT) "Overall Combined" score of the Top Box as "9" or "10", will receive an automatic, non-reversible grade of "Unacceptable." Quality Assurance will still conduct the evaluation so a clear map for improvement can be formulated.

B. Outstanding Performance Gate

The Outstanding Performance Gate replaces previous Service Gates and serves as an eligibility threshold (in 2008 the threshold is 76 percent for Hampton Inn and 80 percent for Hampton Inn & Suites) to achieve an Outstanding Quality Assurance evaluation. Hotels with "Overall Combined" scores (Top Box 9 and 10 based upon a rolling six [6] months of data), residing above the Performance Gate will be eligible to receive an Outstanding should all other Quality Assurance requirements be met.



Rules Of Operation

120.00 Hotel Technology

- 120.01 Hilton Hotels will not provide support for any non-approved third-party software and/or equipment.
- 120.02 Hotel must neither attach nor use third-party equipment and/or interfaces with the OnQ equipment which have not been certified by Hilton Hotels as meeting Hilton Hotels specifications. Hotel may not install other third-party non-OnQ software on equipment that has not been certified by Hilton Hotels as being compatible with OnQ. A list of compatible third-party software is available on the OnQ Web site. Failure to follow this standard will void any maintenance agreement with Hilton Hotels and cause the hotel to be the sole bearer of any and all repair or replacement expense.
- 120.03 OnQ software packages that are Microsoft XP or NT workstation compatible need the legal, licensed software (original installation diskettes) in order to install the software.
- 120.04 Key Hotel Marketing Reports are available online through the Hilton extranet Web site OnQ Insider.
- 120.05 One workstation must have Internet access.
- 120.06 Principal correspondents or appointed designee must provide a valid e-mail address to the Hampton Brand Management Team. The Hampton Brand Management Team must be notified in writing within 10 business days of a change in the principal correspondent or designee e-mail address.
- 120.07 Total Solution

This program allows for the continual 3-year cycle refreshment of OnQ. The Hampton brand will assume the cost of installation of new hardware technology across the system. This will ensure that the hotel's hardware technology platform will remain current and consistent across the brand. The current equipment model deployed at the property during refresh becomes the minimum equipment standard for the hotel. Total Solution only covers the hardware that is primarily used for OnQ. The assumption of costs is determined by the hotel's opening date. Total Solution becomes effective on July 1, 2001.

When certain OnQ certified equipment or parts for certain OnQ certified equipment are no longer being manufactured or reasonably obtainable, Hilton must notify hotels of such circumstance and that maintenance on such certified equipment will no longer be provided by Hilton. In this circumstance, it is recommended that hotels replace the retired model with the currently manufactured certified model.

 - A. Hampton brand Management will cover hardware costs, including shipping of OnQ. The hotel is responsible for the software related costs and all implementation cost.
 - B. All properties are responsible for payment of personal property tax.
 - C. All properties are responsible for equipment maintenance.
 - D. Total Solution is a mandatory program for all Hampton branded hotels.



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- 120.08 Three e-mail accounts are assigned per hotel by Hilton Hotels Corporation. Advantis e-mail accounts will no longer be issued and the existing accounts will no longer be utilized. The hotels should check their e-mail account on a daily basis. The new e-mail accounts are established as follows: FirstName.LastName@hilton.com

At minimum one e-mail account must be associated with the general e-mail account as noted below. This can be established by assigning the account through the OnQ identity site at ID.hilton.com

- A. Inncode.hampton@hilton.com
(example: LAXTH.hampton@hilton.com)
- B. Inncode.hampton.suites@hilton.com
(example: LAXTH.hampton.suites@hilton.com)

Recommended: That the hotel access the e-mail system one time per day.

- 120.09 Each Hampton hotel will have one training workstation (monitor, mouse, keyboard and CPU) as part of its OnQ Total Technology Solution package. This training workstation is to be dedicated to training distributed by the Hampton Brand—not OnQ training. The workstation will have hardware and software required to run training programs such as *Ultimate Service—Make It Hampton* and *On the House Breakfast Training*. This computer will also have a wireless card providing it with high-speed Internet access in conjunction with the completion of the hotel's HSIA install. It will not, however, be able to access the OnQ network. The workstation should not be linked to any other computer at the hotel.

The hotel may not install or connect any third-party network equipment that would allow access to the training computer from an outside source. Fire walls and other devices installed on the training computer must be certified by Hilton.

As with the OnQ system, the maintenance of the workstation is the responsibility of the hotel. This fee will be added to the hotel's monthly system maintenance billing. Also, as with the OnQ system, the hotel must neither attach nor use non-certified third-party software, hardware and/or interfaces on the training workstation. This would include the download and/or access of items which would be considered of questionable nature.

- 120.10 Each Hampton Hotel will maintain the most current version of Microsoft Office. Software will be purchased at a reduced rate and billed through monthly installments through the Hilton IT Department.



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121.00 Environmental Program

The environmental program is currently being restructured. The new environmental program will be released in 2008.



Rules Of Operation

122.00 Hampton Brand Privacy

122.01 Hilton Family Guest Access

- A. Hotels, management companies, franchise groups, clusters, brands, etc., must adhere to all applicable laws regulating communications (telemarketing, direct mail, e-mail, etc.) to consumers.
- B. The Messaging Resource Center (MRC) is the central point for communication to guests from all sources—managing volume, opt-outs and access across Hilton Hotels Corporation.
- C. Direct mail lists must be obtained and approved from the Messaging Resource Center (MRC). To streamline and create ease of use, hotels can request lists via the Hampton Sales and Marketing Tool Kit <http://hamptonsalesandmarketing.com>. This ensures that Hilton Family privacy standards are in compliance and seamless to the hotel user.
- D. Hotels, management companies, franchise groups, clusters, brands, etc., are prohibited from collecting and maintaining their own e-mail databases. All access to customers must be through the Messaging Resource Center (MRC), ensuring the brands ability to provide an opt-out and adherence to applicable laws.

122.02 Hilton Family Privacy Values and Business Practices

The Hilton Family has adopted a set of privacy values that guide its stewardship of customer data as the foundation for beneficial customer relationships based on trust. Hilton Family customers are offered options on the use of their personal data. They may choose to opt-in or to opt-out of a variety of marketing offers and communications channels. The Hilton Family Guest Access Marketing Standards make it possible to honor customer choice. Hilton Family Brands and hotels are also committed to business-building practices that direct activity toward taking share from Hilton Family competitors, rather than competing for the business of sister hotels within the Hilton Family. The Hilton Family Guest Access Marketing standards are intended to serve as “rules of the road” in meeting this objective. For answers to questions about Hilton Family Guest Access Standards, you may contact your Hotel Performance Support Team.

122.03 Marketing Channels

- A. Unapproved Marketing Channels – Telemarketing, Outbound Fax and Hotel Generated E-mail.

Individual hotels and hotel marketing clusters may not use telemarketing, outbound fax or hotel generated e-mail communications for marketing purposes. These restrictions are required to honor customer choice as well as to comply with applicable law.

- B. Approved Marketing Channels – Direct Mail

When using direct mail, please refer to [Rule of Operation 122.05](#) for specifics.

To streamline and create ease of use, hotels can request lists via the Hampton Sales and Marketing Tool Kit <http://hamptonsalesandmarketing.com>. This ensures that Hilton Family privacy standards are in compliance and seamless to the hotel user.



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122.04 Hotel Access to Guests

A. Hampton branded hotels can access a variety of guests and prospects.

These guests and prospect groups include:

1. Past guests of the hotel
2. Hilton HHonors members
3. Hilton HHonors partner customers
4. Other Hilton Family guests
5. Senior guests
6. Leisure guests
7. Motor coach/Tour operator guests

To streamline and create ease of use, hotels can request lists via the Hampton Sales and Marketing Tool Kit <http://hamptonsalesandmarketing.com>. This ensures that Hilton Family privacy standards are in compliance and seamless (via direct mail) to the hotel user.

B. Access to Past Guests of the Hotel

1. Hampton branded hotels can access past guests of their own hotel via direct mail with a requirement that the list of past guests is obtained via HHC's centrally managed Messaging Resource Center (MRC). Access is most easily gained through the Hampton Sales and Marketing Tool Kit at <http://hamptonsalesandmarketing.com>.
2. Hotels may not create a list of past guests out of the hotel's guest history file.
3. Hotels may not use any list of past guests or prospects compiled via business card collection, third-party list purchases, etc., without working with the MRC to screen such lists against the centrally managed system. This message/marketing piece must be approved by the Hampton brand.

C. Access to Past Guests of Terminated Hotels

1. Hilton HHonors Worldwide (HHW) will centrally communicate to members with past stays at a terminated hotel to inform these members of all nearby HHonors hotels that can be considered alternatives. This communication will primarily be via regularly scheduled e-mail communications and via paper statement messages. Hotels are automatically featured in these venues with the standard Brand offer, your hotel can elect to offer to do a bonus offer.
2. HHW will also centrally-manage a hotel funded direct mail initiative to members with past stays at the terminated hotel. If there are several hotels within a reasonable proximity of the terminated hotel, the HHonors team will ensure that each of these hotels has an opportunity to participate in a hotel-funded co-op mailing or blast e-mail to past area guests.
3. If a hotel declines to participate in a hotel co-op direct mail effort, the mailing will proceed without the declining hotel.



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D. Access to Hilton HHonors Partner Customers

Hampton branded hotels may have access to direct mail lists of customers of selected Hilton HHonors partners. Partner database access varies widely among HHonors partners. Interested hotels should contact their HHonors Marketing Manager for full details including any applicable costs.

E. Access to Non-HHonors Members

Hampton branded hotels may access Hilton Family guests who are not members of HHonors by direct mail via the MRC. If the hotel has a communication that is to be sent via the MRC, the selection of past guests and suppression of necessary opt-outs will be handled by the central control desk. Content review will be undertaken by the Hampton brand. Hotels can access this list through the Hampton Sales and Marketing Tool Kit at <http://hamptonsalesandmarketing.com>.

122.05 Mailing List Usage Guidelines

Hotels receiving access to such lists agree in writing to safeguard the data as confidential and proprietary information and agree to follow proper approval steps.

- A. Approval to use the list(s) is granted for one-time only for marketing purposes that are approved by the hotel's General Manager, the Brand Marketing team and if applicable, the Hilton HHonors management.
- B. Marketing materials approval must be obtained from HHC's central legal department, from the Brand Marketing team and, if applicable, Hilton HHonors management. All items on the site are pre-approved by HHC's central legal department.

C. Mailing List Request Process

All requests for access to Hilton HHonors or other Hilton Family guests, including a hotel's own past guests, are to be directed to the Hampton Sales and Marketing Tool Kit at <http://hamptonsalesandmarketing.com>. This will ensure that Hilton Family Privacy Standards and legal department approvals are in compliance.



Rules Of Operation

122.06 Hilton Family Use of Guest Personal Information

A. Definition of Personal Information

Personal information is information about or related to an individual. It includes any information that can be linked to an individual or used directly or indirectly to identify an individual. Most information collected by a business about a customer or potential customer, is likely to be considered personal information. Some examples of personal information are:

1. Name
 2. Home or e-mail address
 3. Identification numbers (i.e., drivers license number, passport number)
 4. Account numbers (i.e., HHonors number, credit card number)
 5. Physical characteristics
 6. Consumer purchase history or preferences
 7. Telephone number
- B. The personal information of guests may be used to process reservations and other transactions requested by guests and to provide customer service.
- C. The only acceptable use of guest access personal information for marketing purposes is when marketing your Hampton hotel. You may never use guest personal information to market the products or services of a third-party or non-Hampton hotel.
- D. Guest personal information may never be shared, sold or rented to third-parties. You may grant access to guest personal information to third-parties only to assist in processing transactions or providing customer service and provided that the third-party agrees to be shared with third-parties for third-party marketing purposes.



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– CONFIDENTIAL –
for use by Hilton Hotels only

**Any questions regarding the contents
of this manual may be addressed to:**

**HILTON HOTELS CORPORATION
755 CROSSOVER LANE
MEMPHIS, TENNESSEE 38117-4900
PHONE: 901/374-5000**



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200.00 Breakfast Standards Overview

Note: This document contains approved products with codes. Most products have a manufacturer's product code (MPC) that is universal from supplier to supplier. Food distributors may also assign products to their own codes. This document shows MPC and SYSCO universal product codes (SUPC). In some cases, private label products are also approved as long as the product codes are the same as those listed in this document. If there are questions regarding the acceptability of a product, contact your HPS director before refusing delivery. If your property uses a food service distributor other than SYSCO, the codes in this document may not match the ones used by your supplier. Properties not using SYSCO Food Service need to take steps to ensure that Quality Assurance can verify your products are approved. Request documentation from your food service distributor that shows product code equivalents. This document along with breakfast invoices will be shown during a Quality Assurance evaluation. Properties are responsible for ensuring that Quality Assurance can verify approved products. If you have difficulty obtaining this information from your food service supplier, please contact your regional Hilton Supply Management representative for assistance. Contact numbers are shown below.

- HSM West
Nicole Marsenich - (248) 594-2893 or Nicole.Marsenich@hilton.com
AK, AR, AZ, CA, CO, IA, ID, KS, LA, MO, MT, ND, NE, NM, NV, OK, OR, SD, TX, UT, WA, WY, Latin America
- HSM Southeast
Bill Winston - (205) 608-4511 or Bill.Winston@hilton.com
AL, FL, GA, MS, NC, SC, TN, VA, Puerto Rico
- HSM North Central/Northeast
Chad Bernota - (301) 874-0690 or Chad.Bernota@hilton.com
CT, DC, DE, IL, IN, KY, MA, MD, ME, MI, MN, NH, NJ, NY, OH, PA, RI, VT, WI, WV
- HSM Canada
Walter Bosse - (514) 828-4227 or Walter.Bosse@hilton.com

200.01 Breakfast standards are designed to provide team members information that will help them to:

- A. Create a consistent breakfast experience that exceeds guests' expectations across the entire Hampton system
- B. Promote a work environment that allows "Hampton Moments" with guests
- C. Assure consistent food presentation, quality and safety

200.02 Training

- A. A complete outline of required training is provided in [Rule of Operation 106.00, Learning and Development](#).
- B. All staff members who serve, set up, or supervise those who serve the breakfast must successfully complete Hampton's On the House breakfast training program located on [OnQ Insider](#).



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- C. All staff members who serve or set up breakfast must be trained on the correct layout and presentation standards of each breakfast zone.

200.03 Complimentary Breakfast/Coffee, Tea and Hot Cocoa Service Availability

- A. Hampton's On the House breakfast must be available to all guests at no charge in the lobby of the hotel, or in a designated area, from the hours of 6:00 a.m. to 10:00 a.m. every day.
- B. Hampton's On the Run Breakfast Bag, Hampton's shelf-stable, pre-packaged complimentary breakfast, must be available from 5:30 a.m. to 10:00 a.m. Monday through Friday. This is the minimum service being offered for guests who do not have time to enjoy the regular On the House complimentary breakfast. (See [Breakfast Standard 208.00](#))
- C. Complete coffee, tea, and hot cocoa service must be available in the hotel lobby for all guests at no charge, 24 hours a day. Coffee must be displayed using approved thermal servers with graphic wraps. Tea and hot cocoa must be displayed in approved containers. (See [Breakfast Standard 202.00](#) and [210.00](#))

200.04 Health Code Standards

All food handling and storage techniques must meet local health department requirements. Hampton standards may be more stringent than local codes, or local codes may be more stringent than Hampton standards. In every case, meet whichever standard is higher. (See [Breakfast Standard 211.00](#) for minimum food safety standards.)

200.05 Quality Assurance

- A. Breakfast is evaluated regularly during Quality Assurance visits. The QA auditor will rate the preparation and service of the On the House breakfast to ensure compliance with the following:

1. Food storage	5. Structure, lighting, ventilation
2. Food quality	6. Risk control
3. Cleanliness	7. Food presentation
4. Sanitation	8. Food products
- B. Breakfast invoices must be kept on file for at least 30 days to demonstrate that correct products are ordered for the On the House breakfast. Invoices will be requested during a Quality Assurance Evaluation.

200.06 Approved Products Listings

All products listed have been tested and are approved. Some categories have multiple approved products to ensure that food suppliers have an ability to carry at least one of the products. Please work with your food suppliers to be sure that you have access to at least one of the approved items in each category. They may be willing to bring in additional Hampton approved products based on usage.



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200.07 Breakfast Equipment

- A. Preparation and service of our On the House Hot Breakfast requires that specific pieces of commercial equipment are available and used. (New construction and relicensing hotels please see [Section 300—Building and Furnishing](#).) Required equipment includes:
 1. Chafer
 - a. Spring Chafer model K2509-6
 - b. Two chafers required for properties over 150 rooms
 - c. Chafer not used in properties using the Guest Self-Service option
 2. Coffee brewer
 - a. Fetco CBS-2051 for properties with 79 or fewer rooms
 - b. Fetco CBS-2052 for properties with 80 rooms or more
 3. Convection oven
 - a. Moffat Turbofan E31 for properties with 119 rooms or fewer
 - b. Moffat Turbofan E32 for properties with 120 rooms or more
 - c. An oven stand is recommended and necessary when there is insufficient countertop space available in the pantry.
 4. Juice dispenser – dispenser determined by juice supplier choice
 - a. Quest 4 Post Mix Juice Dispenser, 2- or 4-head, (provided by Royal Cup, Sara Lee, and S&D Coffee)
 - b. Vitality Express Beverage System, 2- or 4-head, (provided by Vitality)
- B. Baker's racks are not permitted. When breakfast buffet countertop space is limited, expand breakfast space by:
 1. Building additional cabinets/countertops adhering to Hampton standards
 2. Purchasing a Hampton approved table for use in the Coffee Zone. (See [Section 300—Building and Furnishing](#) or [Breakfast Standard 202.16](#).)
- C. Two decorative trash cans should be conveniently located in the breakfast area. Receptacles are to be made of a finished metal that complements the décor.
- D. Two highchairs should be conveniently located and visible to guests in the breakfast service area.
- E. Serving trays should be conveniently located and visible to guests in the breakfast area.
- F. If space allows, a guest-use microwave may be placed in the Hot or Baked Zone. The microwave must be white or stainless steel.



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201.00 Service Standards

201.01 Breakfast Coverage

- A. A minimum of one breakfast host/hostess must be dedicated to working the On the House breakfast area from 6:00 a.m. to 10:00 a.m. each day.
- B. Hospitality Host presence is required each day during breakfast peak hours to make a connection with guests and create a welcoming environment. A minimum of 1½ hours is required.

201.02 Hampton Moment

- A. Hospitality Host presence at breakfast during the peak 1½ hours each morning is required. The role of the Hospitality Host is to connect with guests at breakfast, ensuring guest satisfaction and providing service recovery when needed to build continued loyalty to the Hampton brand.
- B. The Hospitality Host is any member of the hotel team whose natural talents and abilities enhance customer experience.
- C. The Hospitality Host will offer guests a warm greeting and a Hampton Moment Maker mint box. A mint box is also provided in Hampton's On the Run Breakfast Bag. Mint boxes are not offered on the breakfast buffet.
- D. The goal of the Hampton Moment is to make an emotional connection with every guest. Any time that the Breakfast Host/Hostess is not involved in re-therming and replenishing activities, he or she must greet guests and offer the Hampton Moment Maker mint box. At a minimum, we suggest making rounds at least every 30 minutes.
- E. The Hospitality Host and/or Breakfast Host/Hostess will prepare the Hampton Moment basket with an acrylic inset. He or she will then fill the basket with mint boxes. See Service section of the On the House Hot Breakfast Guide for photograph of correctly assembled basket.



201.03 The Breakfast "Zones"

- A. Consistent presentation standards must be observed at all times to assure that each Hampton guest experiences the same On the House breakfast from location to location.



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- B. Each property is to maintain six breakfast zones on the breakfast buffet:

1. Coffee Zone
2. Juice Zone
3. Cold Zone
4. Fresh Zone
5. Baked Zone
6. Hot Zone

- C. Each breakfast zone consists of the following parts:

1. Graphics:
 - a. Zone signs–Each zone has an approved identification sign that is to be placed 3" above the finished surface of the countertop.
 - b. Romance cards–Romance cards are used to describe menu items.
 - c. Condiment cards–Condiment cards and wire condiment card holders are provided for each zone to identify the condiments on display.
2. Displayware and serving utensils–Each zone has appropriate displayware such as serving dishes and holders for single-use cups, plates, bowls and napkins. Utensil *bain maries* with utensil lifts hold single-use utensils with handle ends up. *Bain maries* in the Coffee Zone do not have utensil lifts. Refer to individual zone descriptions for more details.



- D. At the conclusion of breakfast, all displayware is to be properly cleaned and may be returned to its position on the counter for use the next day.
- E. The graphics package and displayware must be maintained in a like-new condition and be replaced on an as needed basis.
- F. The addition of any décor enhancing items that are not part of the breakfast kit described in these standards, such as silk or dried flowers, artificial fruit, crockery, regional accessories, etc., is prohibited.
- G. Holiday or seasonal decorations are not permitted on the breakfast serving surface nor the breakfast tables and chairs.



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202.00 Coffee Zone Standards

202.01 Adjacencies and Traffic Flow

- A. Arrange the zone in an order that is conducive to the heaviest flow of traffic and natural progression of movement.
- B. Displayware in the Coffee Zone includes:
 1. Coffee dispensing thermal servers with graphic wraps
 2. Two cup/lid holders. Approved coffee cups and lids:
 - a. Cup, 10 oz., Hampton logo, Perfect Touch, Georgia Pacific, MPC #53101513, SUPC #3582525
 - b. Lid for 10 oz. cup, Georgia Pacific, MPC #D9542, SUPC #5350657 or #1503226
 - c. Cup, 10 oz., foam, Hampton logo, Dart®, MPC #10J10, SUPC #9632910, #2906865 or #9508862
 - d. Lid for 10 oz. foam cup, Dart®, MPC #10JL, SUPC #4096319
 - e. Cup, 16 oz., Hampton logo Perfect Touch, Georgia Pacific, MPC #53561513, SUPC #3582558
 - f. Lid for 16 oz. cup, Dart, MPC#10FTL, SUPC #5641915 or #4918645
 3. OPTIONAL: One napkin holder for white napkins. Napkins must be white, 2-ply, 15" x 17" (unfolded) or 7½ x 4" (folded). For approved napkins, see *Hampton Recommended Products* on OnQ Insider > Hampton Brand page.
 4. Stirrer holder–*Bain marie* with stir stick riser and graphic band
 5. Trash container–*Bain marie* with graphic band affixed to top portion of container as shown in On the House Breakfast Guide Coffee Zone photograph.
 6. Tea caddy–purchase through your approved coffee supplier.
 7. Hot cocoa basket
 8. Three-tiered condiment display with appropriate condiment cards on stands
 9. Zone sign
- C. The thermal servers are to be arranged with the regular and robust selections in the middle of the arrangement. The decaffeinated and hot water selections are placed on either side of the grouping.





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- D. The Coffee Zone graphic on its sign holder is to be positioned directly behind the regular and robust thermal servers. The bottom of the sign should be positioned 3" above the finished surface of the countertop.
 - E. *Bain maries* are always located adjacent to the three-tiered condiment display.
 - F. The tea caddy and hot cocoa basket are always located adjacent to the hot water server.
 - G. Cup and lid holders are always located adjacent to the tea caddy/hot cocoa basket and the three-tiered condiment display.
 - H. When space is limited, the arrangement may be altered as long as adjacencies are observed. For example, the three-tiered condiment display and *bain maries* may be placed on the same side of the thermal servers as the tea caddy/hot cocoa basket. In this case, only one cup/lid holder may be necessary.
- 202.02 At all times, three coffee selections must be available for the guest: robust, regular and decaffeinated. Hot water will also be provided for tea and hot cocoa selections.
- 202.03 The following coffee blends must be utilized:
- Royal Cup Hampton Robust Blend – European Gourmet
 - Royal Cup Hampton Regular Blend – Fancy Gourmet
 - Royal Cup Hampton Decaffeinated Blend
- Or
- Sara Lee® Hampton Robust Blend – Metropolitan Vienna
 - Sara Lee® Hampton Regular Blend – Café Royal
 - Sara Lee® Hampton Decaffeinated Blend
- Or
- S&D Hampton Robust Blend – European Select
 - S&D Hampton Regular Blend – American Select
 - S&D Hampton Decaffeinated Blend
- 202.04 The FETCO® coffee brewer is to be located in the pantry area—not in guest view. It must be maintained in accordance with FETCO® requirements.
- 202.05 Other coffee systems (cappuccino machine, individually brewed or others) are not permitted.
- 202.06 Coffee service through wall units is not permitted.
- 202.07 Coffee must be served in approved FETCO® 1.0- or 1.5-gallon thermal servers (urns). Each server must have the correct thermal wrap graphic. (See Breakfast Standard 210.00.) Wraps must be properly maintained and replaced as necessary.



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- 202.08 Coffee servers must be maintained in accordance with FETCO® requirements. The digital display (brew funnel) should be in working order and be monitored for refilling requirements. For optimal performance, the digital display (brew funnel) should be removed when brewing and should never be submerged in water during cleaning. Damaged displays can be replaced through your coffee supplier.
- 202.09 The host/hostess should refill guests' coffee cups on an "as time allows" basis. A generic black thermal coffee server (provided by the hotel) is to be used. Glass coffee pots are not permitted. Appropriate condiments are to be offered.
- 202.10 Individual serving size packets of hot cocoa must be provided in the Coffee Zone and displayed in the approved hot cocoa wire basket according to the presentation standards shown in [Breakfast Standard 210.00](#). The basket should be kept at least half-full at all times. Approved hot cocoa:
- A. Nestlé®, MPC #5000-25485, SUPC #1739663
 - B. Nestlé®, MPC #28000-45960, SUPC #4046710
 - C. Nestlé®, MPC #5000-70060, SUPC #1742519
 - D. Swiss Miss® (ConAgra), MPC #15700-55280, SUPC #4037701
- 202.11 A variety of teas in individual serving size packets must be provided in the Coffee Zone. Teas are to be displayed in an approved wire caddy provided by coffee/tea supplier according to the presentation standards shown in [Breakfast Standard 210.00](#). The tea caddy must be kept at least half-full at all times. Approved teas:
- A. Bigelow (distributor S&D Coffee, Royal Cup) regular and decaffeinated tea product
 - B. Pickwick (distributor Sara Lee® Coffee & Tea) regular and decaffeinated tea product
- 202.12 Sugar, Equal®, Splenda®, and Sweet'N Low® in portion-controlled packets are required. Sugar and sweeteners are to be presented in a three-tiered condiment display, correctly labeled with condiment cards on wire stands. Private label sweeteners are not permitted. Approved national brands include:
- A. Equal®
 - B. Splenda®
 - C. Sugar
 - 1. Domino®
 - 2. Diamond Crystal®
 - D. Sugar Twin®, (Sweet'N Low® substitute)
 - E. Sweet'N Low®



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- 202.13 Three choices of shelf-stable creamers in portion-controlled packaging are to be presented in a three-tiered condiment display, correctly labeled with condiment cards on wire stands. Creamer flavor choices should include hazelnut, French vanilla, and plain. Cinnamon hazelnut may be substituted when hazelnut is not available. Powdered creamer is not permitted. Private label creamers are not permitted. Approved national brands include:
- A. Carnation®
 - B. Coffee-mate®
 - C. HP Hood
 - D. International Delight™
 - E. Land O'Lakes®
 - F. Morning Star
- 202.14 Replenish stirrers, condiments, cups, and lids as needed to maintain holders at least half-full. Coffee cups should not be stacked more than 3" above top ring on the wire holder. Empty trash *bain marie* as needed.
- 202.15 Displayware for the coffee station must be maintained as shown in [Breakfast Standard 210.00](#).
- 202.16 Existing properties with insufficient countertop space may utilize free-standing tables for the Coffee Zone. The tables should be located on a tiled floor if possible. These tables must be a minimum of 20" deep and have a stained wood finish to match existing case goods. Table top is required to be a solid surface material equal to Gibraltar®, by Wilsonart® or natural granite. Glass, wood or plastic laminate tops are not allowed. Table design must be submitted to Hilton Hotels Corporation for approval.



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203.00 Juice Zone Standards

203.01 Adjacencies and Traffic Flow

A. The Juice Zone should be placed in an outside corner of the breakfast bar to allow guests to refill their juice cups easily.

B. Displayware in the Juice Zone includes:

1. Juice machine (properties with cabinet height restrictions use stainless steel pitchers)
2. Two wire cup holders for clear or frosted 9 oz. plastic cups
3. Two water pitchers with drip trays
4. White crockery display enhancements if space permits



Note: the juice graphic on the face of the juice machine takes the place of both zone signage and romance cards in the Juice Zone.

C. Plastic cups in wire holders should always be located between the juice machine (or juice pitchers) and the ice water pitchers.

D. When space is limited, the zone arrangement may be altered in order to best suit the space available. However, the adjacencies discussed in this section must be observed.

203.02 Displayware for the Juice Zone must be maintained as shown in Breakfast Standard 210.00. One of the following juice suppliers must be used:

- A. Royal Cup–Royal Grove® juice
- B. Sara Lee®–Suntipt® Fruit Juices
- C. S&D–S&D brand juice
- D. Vitality®–Sunkist® Juice (may be serviced by SYSCO or Vitality®)

203.03 An approved juice machine is to be in the Juice Zone with a minimum of two juice selections available, three selections maximum. (When using a four-head juice dispenser, two of the four selections must be orange juice. For example, two orange juice, one apple juice, and one grapefruit juice selection would be offered.) Approved supplier juice machines include:

- A. Royal Cup–Quest 4 Post Mix Juice Dispenser, 2- or 4-head
- B. Sara Lee®–Quest 4 Post Mix Juice Dispenser, 2- or 4-head
- C. S&D–Quest 4 Post Mix Juice Dispenser, 2- or 4-head
- D. Vitality®–The Vitality® Express Beverage System, 2- or 4-head



Breakfast

203.04 Properties that cannot use a juice machine due to cabinet height restrictions must offer a minimum of two juice selections, with no more than three selections, in approved temperature controlled containers. (See [Breakfast Standard 210.00](#)) A Juice Zone graphic on an approved stand must be displayed. The sign should be positioned approximately 3" above the finished surface of the countertop and on a 45° angle in the corner of the countertop.

203.05 Orange juice is required as one of the selections. Other juice choices are apple, cranberry, grapefruit and guava. If a 4-head juice dispenser is used, two of the selections must be orange juice. For example, two orange juice, one apple juice, and one grapefruit juice selection would be offered. When a property has limited counter space and a 4-head juice dispenser is used, one of the selections may be water, one orange juice and two other selections from the approved list. For example, water, orange juice, apple juice, and cranberry juice. Approved juice selections include:



A. SYSCO Vitality® (frozen concentrate):

1. CLS/SUN, cranberry, 4/3 liter, MPC #915134, SUPC #8915134
2. IMP/SUN, apple, 4/3 liter, MPC #915050, SUPC #8915050
3. IMP/SUN, cranberry, premium, 4/3 liter, MPC #919565, SUPC #8919565
4. IMP/SUN, grapefruit, 4/3 liter, MPC #915035, SUPC #8915035
5. IMP/SUN, orange, 4/3 liter, MPC #914608, SUPC #8914608
6. IMP/SUN, orange express pack, 4/3 liter, MPC #915969, SUPC #8915969
7. IMP/SUN, passion/orange/guava, 4/3 liter, MPC #915159, SUPC #8915159

B. Vitality® (frozen concentrate):

1. Vitality®, apple, 4/3 liter, MPC #103591, SUPC #2090900
2. Vitality®, cranberry Blast, 4/3 liter, MPC #107813, SUPC #0310474
3. Vitality®, grapefruit, 4/3 liter, MPC #103590, SUPC #2090892
4. Vitality®, grapefruit, Ruby Red Cocktail, 4/3 liter, MPC #107815, SUPC #0310201
5. Vitality®, orange, 4/3 liter, MPC #103588, SUPC #2090876
6. Vitality®, orange express pack, 4/3 liter, MPC #103596, SUPC #2090884



Breakfast

C. Vitality® (shelf-stable):

1. Vitality®, apple, 3/3 liter, MPC #140180, SUPC #5673045
2. Vitality®, cranberry juice blend, 3/3 liter, MPC #140271, SUPC #5503034
3. Vitality® cranberry juice cocktail, 3/3 liter, MPC #140181, SUPC #5673031
4. Vitality®, orange, 3/3 liter, MPC #140185, SUPC #5673019
5. Vitality®, orange juice blend, 3/3 liter, MPC#140179, SUPC #5673027

D. Sara Lee® (shelf-stable):

1. Suntipt®, apple, 3/3.5 liter, MPC #25565
2. Suntipt®, cranberry, 3/3.5 liter, MPC #25570
3. Suntipt®, orange, 3/3.5 liter, MPC #25567

E. S&D (shelf-stable):

1. S&D, apple, 3/3.5 liter, MPC #15954
2. S&D, apple, 3/3.5 liter, MPC #15955
3. S&D, cranberry, 3/3.5 liter MPC #15957
4. S&D, grapefruit, 3/3.5 liter MPC #15959
5. S&D, orange, 3/3.5 liter, MPC #15962

F. Royal Cup (shelf-stable):

1. Royal Grove®, apple, 3/1 gallon, MPC #3483
2. Royal Grove®, cranberry, 3/1 gallon, MPC #3484
3. Royal Grove®, grapefruit, 3/1 gallon, MPC #3485
4. Royal Grove®, orange, 3/1 gallon, MPC #3481

203.06 Juice must be maintained at 45°F or colder at all times.

203.07 Clear or frosted 9 oz. plastic juice cups are to be displayed in the approved wire holders. For approved juice cups, see *Hampton Recommended Products* on OnQ Insider > Hampton Brand page.



Breakfast

203.08 Ice Water

- A. Two containers of ice water are to be presented in approved clear pitchers with drip trays. If space is limited, one pitcher of water is acceptable as long as it is always at least three-quarters full.
- B. Some local health department codes dictate that a covered container must be used for ice water. If this is the case at your property, these containers are approved for use.
 - 1. 1.9 liter stainless steel thermal pitcher and "ice water" graphic band
 - 2. 1.4 liter clear acrylic pitcher with lid, Service Ideas model #AWP24BS



Breakfast

204.00 Cold Zone Standards

204.01 Adjacencies and Traffic Flow

- A. Typically, the traffic around the Cold Zone will flow best if located adjacent to the Fresh Zone and near the Juice Zone.
- B. Arrange the zone in an order that is conducive to the heaviest flow of traffic and natural progression of movement.
- C. The Cold Zone sign must be displayed using the approved stand and hooks. The bottom of the sign should be positioned approximately 3" above the countertop and on a 45° angle opposite the cereal dispensers. This composition serves as a frame for the zone.



- D. Displayware in the Cold Zone includes:
 1. Yogurt bowl – large white bowl with drain board insert on chrome stand
 2. Milk pitchers with graphics (or other milk dispenser as allowed by local health department)
 3. Cereal dispenser–Property choice of bulk, revolving box or fish bowl with graphics
 4. Chrome wire hot cereal display
 5. Hot water airpot with graphic
 6. Bowl holder for 6" diameter white bowls. For approved 6" bowls, see *Hampton Recommended Products* on OnQ Insider > Hampton Brand page.
 7. One utensil holder for spoons–Stainless steel *bain marie* with utensil lift and graphic band. White, heavyweight or medium heavyweight plastic spoons are required. Medium weight spoons should be used only when heavyweight or medium heavyweight spoons are not available. Individually wrapped, heavyweight, white spoons are permitted for use only when required by local health department. For approved spoons, see *Hampton Recommended Products* on OnQ Insider > Hampton Brand page.
 8. Zone sign
- E. All displayware and graphics must be maintained in a like-new condition.



Breakfast

- F. When space is limited, the zone arrangement may be altered in order to best suit the space available. However, the adjacencies discussed in this section must be observed.

204.02 Milk

- A. Only 2% and skim milk choices are to be offered.
- B. Heath department regulations regarding the service of milk may vary by location. For example, in some locations it is not acceptable to serve milk in any container other than the original. It is the property's responsibility to comply with local health department regulations.
- C. Milk must be served in one of the following options:
 - 1. Milk dispenser (cow) with graphics–Dispenser is to be installed on the buffet.
 - 2. Approved stainless steel pitchers with appropriate graphics–Milk should only be in pitchers at time of serving. Empty pitchers are to be refrigerated when not in use. Milk must be poured into empty refrigerated pitchers at the time of serving to ensure proper sanitation. DO NOT ADD NEW MILK TO MILK ALREADY IN PITCHERS. Rotation of pitchers to maintain 40°F or colder is required.
 - 3. Original milk container–Milk is to be served in original containers only when required by local health requirements. In most cases, individual serving size milk cartons will be displayed in an ice-filled large white bowl on a wire stand (same as yogurt bowl). When the health department requires a guest-use refrigerator for milk service, it must be white with a glass door.

204.03 Cold Cereal

- A. Cereal must be presented in one of the three following methods (property choice):
 - 1. Three-compartment bulk cereal dispenser
 - 2. Individual serving box cereal dispenser
 - 3. "Fish bowls" – recommended for properties with cabinet height restrictions
- B. Cereal selections must include raisin bran, one sweet cereal choice and one un-sweet. Approved national brands include:
 - 1. General Mills Cereal
 - a. Cheerios®
 - b. Honey Nut Cheerios®
 - c. Cinnamon Toast Crunch®
 - d. Golden Grahams®
 - e. Lucky Charms®
 - f. Total®
 - g. Total® Raisin Bran



Breakfast

- h. Wheaties®
- i. Low-fat granola
- 2. Kellogg's® Cereal
 - a. Apple Jacks®
 - b. Corn Flakes®
 - c. Corn Pops®
 - d. Froot Loops®
 - e. Frosted Flakes®
 - f. Frosted Mini-Wheats® (bite size)
 - g. Kashi – Heart to Heart
 - h. Raisin Bran®
 - i. Rice Krispies®
 - j. Special K®
 - k. Low-fat granola
- 3. Quaker® Cereal
 - a. Cap'n Crunch®
 - b. Life®



C. Cereal must be displayed using the approved graphics for the dispenser type.

For individual serving-size box cereals use box cereal dispenser only, with approved graphics.

204.04 Hot Cereal

- A. Quaker® Instant Oatmeal in individual serving size packs will be offered in the approved wire holder in either the Cold Zone or Hot Zone—choose the zone with the most available space. Four choices will be available at all times to include: Regular, Maple & Brown Sugar, Apples & Cinnamon Spice.
- B. Quaker® Instant Grits are an optional item that may be offered with the Quaker® Instant Oatmeal. Offer grits with the oatmeal in the approved wire container. Grits must be in individual serving size packs and may be plain or flavored.
- C. An airpot containing hot water must be provided in the zone with the hot cereal. In the Cold Zone, the airpot must have the blue hot water graphic band attached. In the Hot Zone, the airpot must have the red hot water graphic band attached. The airpot and graphic band must be maintained in a like-new condition.



Breakfast

204.05 Yogurt

A variety of flavors of yogurt in 4-6 oz. individual serving containers is to be available. Light yogurt may also be offered. Yogurt is to be maintained at 40°F or lower by submerging in an ice bath in the approved white yogurt bowl with riser.

Approved yogurt:

- A. Dannon®
- B. General Mills Yoplait®



Breakfast

205.00 Baked Zone Standards

205.01 Adjacencies and Traffic Flow

- A. Typically, traffic around the Baked Zone will flow best if located adjacent to the Hot Zone.
- B. Arrange the zone in an order that is conducive to the heaviest flow of traffic and natural progression of movement.
- C. The Baked Zone sign must be displayed using the approved metal stand and hooks. The bottom of the sign should be positioned approximately 3" above the countertop and on a 45° angle opposite the two-tiered bakery stand. This composition serves as a frame for the zone.
- D. Displayware in the Baked Zone includes:
 1. Two-tier bakery stand
 - a. Two-tiered stand with hinged acrylic covers and 12" x 20" white platters
 - b. One pair hollow handle stainless tongs
 2. Sweet item display
 - a. 15" round stainless tray stand with 15" round stainless tray and white platter
 - b. 15" clear turn-and-serve with gold graphic
 - c. One pair hollow handle stainless tongs and flat tong holder
 - d. Romance card holder with appropriate romance card
 3. Condiment display
 - a. Three-tiered chrome stand with three clear plastic bowls
 - b. Three small sign holders with appropriate condiment signs inserted into center of bowls
 4. Four slice toaster (white or stainless steel, commercial grade recommended) or Hampton-approved conveyor toaster with On the House graphic attached.
 5. Cold condiment holders
 - a. Chrome stand with 8" white plastic bowls and stainless liners
 - b. Condiment cards and card holders
 6. Romance card holder with appropriate romance card
 7. Bagel slicer no longer required.





Breakfast

8. A cutting board is no longer required.
9. One napkin holder for white 15" x 17" napkins. For approved napkins, see *Hampton Recommended Products* on OnQ Insider > Hampton Brand page.
10. One plate holder for 9" diameter, single-use white plates. For approved plates, see *Hampton Recommended Products* on OnQ Insider > Hampton Brand page.
11. One utensil holder for knives—Stainless steel bain marie with utensil lift and graphic band. White, heavyweight or medium heavyweight plastic knives are recommended. Medium weight knives should be used only when heavyweight or medium heavyweight knives are not available. Individually wrapped, heavyweight, white knives are permitted for use only when required by local health department. For approved knives, see *Hampton Recommended Products* on OnQ Insider > Hampton Brand page.
12. Zone sign
 - E. Utensil *bain marie* with utensil lift should be located adjacent to single-serve plates in approved holder.
 - F. Napkins, in approved wire holder, should be adjacent to the plates and utensils.
 - G. The cold condiment bowls should be located adjacent to the toaster.
 - H. When space is limited, the zone arrangement may be altered in order to best suit the space available. However, the adjacencies discussed in this section must be observed.

205.02 All displayware and graphics must be maintained in a like-new condition.

205.03 Non-sweet Bread Options

Non-sweet bread options include bagels, croissants, English muffins, and wheat bread. Plain bagels, cinnamon raisin bagels and wheat bread are to be offered daily. One or two additional non-sweet bread items may be offered. Freshly-baked items from a local bakery may be offered as long as the items meet serving size requirements.

- A. Bagels (cinnamon raisin and plain) are required to be offered daily. Bagels are to be arranged in the approved two-tiered bakery rack and replenished on an as needed basis. Never let the quantity fall below six bagels. Usually, bagels and wheat bread are placed together on one of the trays in the two-tiered bakery stand. Approved brands for bagels:
 1. Otis Spunkmeyer®, 3 oz., cinnamon raisin, MPC #26120, SUPC #8589251
 2. Otis Spunkmeyer®, 3 oz., plain, MPC #26100, SUPC #8589202
 3. Sara Lee®, 4 oz., cinnamon raisin, MPC #8031, SUPC #6602312
Note: Sara Lee is all Kosher KVH-d.
 4. Sara Lee®, 4 oz., plain, MPC #8029, SUPC #6602171
Note: Sara Lee is all Kosher KVH-d.



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5. SYSCO BakerSource Label. Manufactured by All Round Foods, 3 oz., variety pack (36 plain, 18 cinnamon raisin, 12 onion, 12 sesame, 12 poppy), 15/6 ct., MPC #30511, SUPC #6696058

6. Local bakery, 3 oz., cinnamon raisin

7. Local bakery, 3 oz., plain

B. Croissants are an optional item. They are to be displayed in the two-tiered bakery stand. Approved brand:

Sara Lee®, 2 oz., all margarine, round, sliced, MPC #8403, SUPC #1010693

C. English muffins are an optional item. They are to be displayed in the two-tiered bakery stand. Approved brands include:

1. Awrey®, 2 oz. (3.5"), fork split, MPC #AWREY1269, SUPC #5287479

2. Gold Standard Bakery, 2 oz., fork split, MPC #GOLDSTD, SUPC #4183752

3. Thomas®, 2 oz., fork split, MPC #4800194015, SUPC #1535368

D. Wheat bread (sliced) is a required item to be offered daily. Bread should be provided by a local bakery, food vendor or grocery store. Shingle as many slices of wheat bread as possible on one of the trays in the two-tiered bakery stand.

205.04 Sweet Item Options (minimum of two choices, maximum of three per day)

Sweet item options include cinnamon rolls, coffee cakes, Danish, doughnuts, and muffins. When muffins are offered, only one flavor choice is necessary.

NOTE: Sara Lee® items have limited availability through SYSCO and have been listed only as "optional." Otis Spunkmeyer items also have limited availability through SYSCO because these products are primarily delivered directly by Otis in most markets. Six "core" Otis Spunkmeyer items have been identified in certain markets where Otis Spunkmeyer cannot service the hotels directly. If a hotel is being serviced directly by Otis Spunkmeyer, Sara Lee® items are not required.

Sweet items may be purchased from a local bakery as long the items meet serving size requirements. For example, 2.25 oz. muffins from a local bakery may be served.

Sweet items such as coffee cake or doughnuts are to be displayed on the 15" round pedestal stand. Simply stack items artfully on the round white platter. Cover with the turn-and-serve dome with the gold graphic. Muffins are to be displayed on one tray of the two-tiered bakery stand. Keep the quantity of items greater than a quarter full at all times. Approved sweet items include:

A. Cinnamon Rolls—Our Hampton cinnamon roll is: Sara Lee® cinnamon roll, 3.25 oz., oven fresh, par-baked, cream cheese, MPC #8415, SUPC #5154513 (all Kosher KVH-d).



Breakfast

B. Coffee cakes:

1. Otis Spunkmeyer®

- a. Apple cinnamon coffee cake, MPC #87145, SUPC #9408535
- b. Cream cheese coffee cake, MPC #87175, SUPC #9408253
- c. Raspberry dessert bar, MPC #40493, SUPC #9408378
- d. Variety pack Pullman loaf, MPC #86101, SUPC #9408204
- e. Apple cranberry cake, MPC #8015, SUPC #2117372
- f. Banana chocolate chip cake, MPC #8012, SUPC #2117406
- g. Blueberry cake, MPC #8203, SUPC #1069889

2. Sara Lee®

- a. Blueberry cake, MPC, #8203, SUPC # 1069889
- b. Blueberry yogurt cake, MPC #7974, SUPC #9500935
- c. French cake, MPC #8202, SUPC #1235589
- d. Lemon poppy cake, MPC #8014, SUPC #2117380

3. Danish

- a. Otis Spunkmeyer®, 88/2.75 oz., bulk variety pack–2 trays cheese, 1 tray apple, 1 tray cherry, MPC #80981, SUPC #5316740
- b. Sara Lee®, bulk variety pack–1 tray of 12 cinnamon raisin roll pastries (2.17 oz.); 1 tray each, 16 pastries/tray: apple triangle (1.75 oz.), almond pocket (1.625 oz.), cheese butterfly (1.625 oz.), MPC #8208, SUPC # 6147441, 6251607
- c. Sara Lee®, assorted elite, 6/8 ct., MPC #8344, SUPC #1173673
- d. SYSCO BakerSource Label, Manufactured by Pepperidge Farms. 2oz., Danish assortment (cherry cheese pocket, mini bear claws, and mini cheese bowties), MPC #15625, SUPC # 2938116
- e. Pepperidge Farms Assortment #1, (Mini Streudelights, chocolate bananas foster, lemon custard, blueberry, strawberry and cheese), 2 oz., MPC #12201, SUPC #7280308

C. Doughnuts are to be supplied by a local supplier (example–Krispy Kreme® or Dunkin' Donuts®). They must be baked fresh daily–frozen boxed doughnuts are not permitted.



Breakfast

D. Muffins

1. Otis Spunkmeyer®

- a. Apple cinnamon, 2.25 oz., MPC #07145, SUPC #7778780
- b. Banana nut, 2.25 oz., MPC #07105, SUPC #1426394
- c. Chocolate chip, 2.25 oz., MPC #07120, SUPC #3205259
- d. Harvest bran, 2.25 oz., MPC #17110, SUPC #3276581
- e. Variety pack, 2.25 oz., MPC #19101, SUPC #1279801
- f. Wild blueberry, 2.25 oz., MPC #07100, SUPC #7778798

E. Sara Lee®

- a. Apple cranberry nut, 2-1/8 oz., MPC #8676, SUPC #2551315
- b. Banana nut, 2-1/8 oz., MPC #8677, SUPC #2551281
- c. Blueberry, 2-1/8 oz., MPC #8605, SUPC #1010362
- d. Bran, 2-1/8 oz., MPC #8606, SUPC #1010370
- e. Cheese streusel, 2-1/8 oz., MPC #8673, SUPC #2551299
- f. Corn, 2-1/8 oz., MPC #8611, SUPC #1010396
- g. Double chocolate chunk, 2-1/8 oz., MPC #8675, SUPC #2551307

Note: Sara Lee® is all Kosher KVH-d.

205.05 Jams, jellies, honey and optional condiments, such as peanut butter, are to be presented in portion-controlled packaging in the three-tiered condiment display, correctly labeled with condiment graphic cards on stands. (Condiment cards on stands are inserted into the center of the condiment display bowl.) Guest requested condiments not listed in approved products are allowed provided they are national brands, are served in portion controlled packaging and are not used as replacements for approved items. Sugar-free or low-calorie condiments may be offered in addition to regular calorie condiments. Replenish as needed, never letting the quantity fall below two-thirds full. Private label condiments are not permitted. For approved condiments, see *Hampton Recommended Products* on OnQ Insider > Hampton Brand page. Approved national brands include:

A. Honey

- 1. Portion Pac
- 2. Knott's®
- 3. Kraft®
- 4. Smucker's®

B. Smucker's® jams and jellies

C. Smucker's® or other nationally recognized brand of peanut butter



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205.06 Display portion-controlled packages of cream cheese in a cold condiment bowl. Fat-free or light cream cheese may be offered in addition to regular cream cheese. Display portion-controlled packages of margarine and butter in a second cold condiment bowl. Place ice between the base bowls and the stainless steel serving bowls. Replenish as needed. Never let quantities fall below half-full. Private label cream cheese, margarine and butter are not permitted. Approved national brands include:

A. Cream cheese

1. Kraft®, Philadelphia® Cream Cheese
2. Land O'Lakes®

B. Butter

1. Preferred "A" Rated:
National Dairy Brands
2. Approved "B" Rated:
 - a. Land O'Lakes
 - b. WHLFARM

C. Margarine

1. Kraft® Parkay® margarine spread
2. Unilever Promise® whipped margarine



Breakfast

206.00 Fresh Zone Standards

206.01 Adjacencies and Traffic Flow

- A. Typically, traffic around the Fresh Zone will flow best if located adjacent to the Cold Zone.
- B. Arrange the zone in an order that is conducive to the heaviest flow of traffic and natural progression of movement.
- C. The Fresh Zone sign must be displayed using the approved metal stand and hooks. The bottom of the sign should be positioned approximately 3" above the finished surface of the countertop and on a 45° angle behind the two-tiered wire fruit basket.



- D. Displayware in the Fresh Zone includes:
 1. One napkin holder for white 15" x 17" napkins. For approved napkins, see *Hampton Recommended Products* on OnQ Insider > Hampton Brand page.
 2. One bowl holder for 6" diameter, single-use white bowls. For approved bowls, see *Hampton Recommended Products* on OnQ Insider > Hampton Brand page.
 3. Two utensil holders for white plastic forks and spoons—Stainless steel *bain maries* with utensil lifts and graphic bands. Medium weight forks and spoons should be used only when heavyweight or medium heavy weight spoons and forks are not available. Individually wrapped, heavyweight, white forks and spoons are permitted for use only when required by local health department. For approved fork and spoons, see *Hampton Recommended Products* on OnQ Insider > Hampton Brand page.
- E. *Bain maries* with forks and spoons are to be located adjacent to the single-use bowls and napkins in approved holders.
- F. When space is limited, the zone arrangement may be altered in order to best suit the space available. However, the adjacencies discussed in this section must be observed.

206.02 Displayware and graphics must be maintained in a like-new condition.



Breakfast

206.03 Fresh, Whole Fruit

- A. Red Delicious apples and bananas must be offered in the approved two-tiered wire display. One additional fruit from the approved list below may also be offered. Oranges, pears or peaches are to be arranged with the bananas and apples on the two-tiered display. Seasonal berries must be offered in a second temperature-controlled bowl/display (same as cut fruit bowl/display). This may be purchased from the *Hampton Product Reorder Catalog* on OnQ Insider > Hampton Brand page.
- B. The two-tiered fruit display is to be kept bountiful with apples 24 hours a day for guests.
- C. Individual properties can decide if bananas are to be available 24 hours a day as well.
- D. Remove all stickers from fruit.
- E. Properly wipe the apples before gently placing them into the wire basket. If local health codes dictate, wrap them as well.
- F. Carefully arrange the bananas. Always make sure there are at least six available during breakfast hours.
- G. The apple basket should be kept more than half-full at all times.
- H. Properly wipe oranges before placing them in two-tiered basket with apples or bananas.
- I. If health codes dictate, carefully wash whole fruit before placing in the two tiered basket.
- J. Seasonal berries must be carefully washed before placing in a second temperature-controlled bowl/display (same unit as the cut fruit bowl/display).
- K. To follow are the approved fresh, whole fruits. Apples and bananas must be offered. One additional fruit from the approved list may be offered with the apples and bananas. If these sizes are not available, select the next available size:
 1. Apple, Golden Delicious, 125 ct. (or lower number)
 2. Apple, Granny Smith, 125 ct. (or lower number)
 3. Apple, Red Delicious, 125 ct. (or lower number)
 4. Banana, Green Tip, #1
 5. Orange, navel/Valencia, 113ct. (or lower number)
 6. Pear, Bartlett/Anjou, 100ct. (or lower number)
 7. Peach, 115ct. (or lower number)
 8. Berries, seasonal (strawberries, blueberries, raspberries)



Breakfast

206.04 Cut Fruit

- A. Cut fruit is offered in the temperature-controlled container, covered with the turn-and-serve dome with the green graphic. Place ice between the base bowl and the stainless steel serving bowl. Fill the serving bowl with approved cut fruit and cover with the dome. The serving bowl should be kept at least half-full of cut fruit.
- B. A citrus or melon mix of fruit from the approved list must be served. Fresh cut fruit or fruit cocktail is not permitted.
- C. Approved cut fruit products:



- 1. Preferred "A" rated fresh cut fruit:

The following fresh cut fruit mixes must be processed/packed from one of the approved vendors or distributed/sold under the distributor brands listed below:

- a. Manufacturer labels

- 1) SunRich/SunRich-Markon

- a) Fruit Salad: oranges, pineapple, honeydew, cantaloupe & grapes (21-day shelf life)
- b) Rio Citrus Salad: oranges, pineapple, grapefruit & grapes (21-day shelf life)
- c) Al Fresco Fruit Salad: Preservative-free oranges, pineapple, honeydew, cantaloupe & grapes (12-day shelf life)
- d) Al Fresco Citrus: Preservative-free oranges, pineapple, grapefruit & grapes (12-day shelf life)
- e) Al Fresco Tropical Fruit Salad: Preservative-free, pineapple, honeydew, cantaloupe, orange, mango and papaya (12-day shelf life)

- 2) Orval Kent Foods, Inc.

- a) Fruit Salad: Fresh-cut orange slices, pineapple chunks, melons and grapes in a light syrup.
- b) Citrus Fruit Salad Component Kit: Individual pouches of grapefruit slices, pineapple chunks, orange slices and grapes in a light syrup, ready to open and mix.



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- c) Citrus Salad with Pineapple: grapefruit slices, pineapple chunks, orange slices in a light syrup.
- 3) Simply Fresh Fruit
 - a) Fruit Mix: honeydew, cantaloupe, orange, pineapple, and red seedless grapes in light syrup or natural grape juice syrup.
 - b) Citrus Salad: grapefruit, pineapple and oranges in light syrup or natural grape juice syrup.
- b. Distributor brands
 - 1) SYSCO
 - a) SYSCO Imperial Brand
 - b) SYSCO Natural Brand
 - 2) US Foodservice—Cross Valley Farms Brand
- 2. Approved "B" Rated Processed Fruit:

Approved "B" rated processed fruit (processed fruit is only to be utilized when preferred fresh cut fruit is unavailable, out of stock or for backup purposes. Canned fruit or fruit cocktail is not permitted.)

Processed fruit must be processed/packaged by approved vendor, Dole® Packaged Foods, Inc. Approved Dole® Product is:

Tropical Fruit Salad (Pouch Packed) Contains: pineapple, yellow papaya, red papaya, and guava, packed in juice.
- D. Maintain just enough liquid (juice) in the fruit mix to cover fruit in the serving bowl. Drain if necessary.



Breakfast

207.00 Hot Zone Standards

NOTE TO PROPERTIES USING ALTERNATIVE HOT ZONE SOLUTIONS: Please refer to *On the House* Hot Breakfast Standard Addendums that apply to your service option.

207.01 Adjacencies and Traffic Flow

- A. Typically, Hot Zone traffic will flow best if located adjacent to the Baked Zone.
- B. Arrange the zone in an order that is conducive to the heaviest flow of traffic and natural progression of movement.
- C. The Hot Zone sign must be displayed using the approved metal stand and hooks. The sign should be positioned approximately 3" above the finished surface of countertop and on a 45° angle directly behind the chafing dish.
- D. Displayware and serveware for the Hot Zone includes:
 1. Biscuit display
 - a. 15" Round stainless tray
 - b. White platter
 - c. Biscuit display divider
 - d. 15" Clear turn-and-serve with red graphic
 - e. One pair hollow handle stainless tongs with flat tong holder
 - f. Biscuit warmer
 2. One napkin holder for white 15" x 17" napkins. For approved napkins, see the *Hampton Recommended Products* on OnQ Insider > Hampton Brand page.
 3. One plate holder for 9" diameter, single-use white plates. For approved plates, see *Hampton Recommended Products* on OnQ Insider > Hampton Brand page.
 4. Two utensil holders for knives and forks—Stainless steel *bain maries* with utensil lifts and graphic bands. Medium weight knives and forks should be used only when heavyweight or medium heavy weight knives and forks are not available. Individually wrapped, heavyweight, white knives and forks are permitted for use only when required by local health department. For approved utensil holders, see the *Hampton Product Reorder Catalog* on OnQ Insider > Hampton Brand page.
 5. Zone sign
- E. Displayware must be maintained in the like-new condition.





Breakfast

- F. Knives and forks in *bain maries* and napkins in an approved holder are to be located adjacent to the single-use plates in an approved holder. For approved *bain maries* and napkin holders, see the *Hampton Product Reorder Catalog* on OnQ Insider > Hampton Brand page.
- G. The biscuit holder consists of a biscuit warmer 15" diameter stainless steel platter, biscuit display divider, a white platter and a 15" diameter turn-and-serve dome with a red graphic. A set of tongs and tong holders should be adjacent to the biscuit holder.
- H. A three-tiered condiment display with correct condiment cards should be positioned between the biscuit holder and the chafing dish. Salt and pepper in portion controlled packaging should always be offered as condiments in the Hot Zone. The other two condiment offerings in portion controlled packaging should compliment the daily menu. For example, serve syrup with French toast sticks and waffles. Guest requested condiments not listed in approved products are allowed provided they are national brands, are served in portion controlled packaging and are not used as replacements for approved items. Sugar-free or low-calorie condiments may be offered in addition to regular calorie condiments. For approved condiment displays and cards, see the *Hampton Product Reorder Catalog* on OnQ Insider > Hampton Brand page.

Approved national brand syrup includes:

1. Dickinson
 2. Log Cabin®
 3. Log Cabin® lite
 4. Mrs. Butterworth®
 5. Smucker's®
- I. When space allows, Quaker® Instant Oatmeal and Quaker® Instant Grits (optional) may be served in the Hot Zone instead of the Cold Zone.
 1. Quaker® Instant Oatmeal in individual serving size packs will be offered in the approved wire holder. Four choices will be available at all times to include: Regular, Maple & Brown Sugar, Apples & Cinnamon Spice. Two additional flavors may be offered.
 2. Quaker® Instant Grits are an optional item that may be offered with the Quaker® Instant Oatmeal. Offer grits with the oatmeal in the approved wire container. Grits must be in individual serving size packs and may be plain or flavored.
 3. An airpot containing hot water must be provided in the zone with the hot cereal. In the Hot Zone, the airpot must have the red hot water graphic band attached. The airpot and graphic band must be maintained in a like-new condition.
 - J. When space is limited, the arrangement of the zone may be altered in order to best suit the layout of the space available. However, the adjacencies discussed in this section must be observed.



Breakfast

- 207.02 The chafing dish is the focal point of this zone. An approved white napkin must be tied around the handle of the lid to protect guests from the potential of burning their hands. An optional "Caution: HOT" sign is available. A set of tongs and tong holders should be adjacent to the chafing dish.
- 207.03 Food temperatures in the chafing dish must be maintained at 140°F or higher.
- 207.04 A minimum of three different Hot Zone menus must be served in each seven day period. It is recommended that the Hot zone menu change daily to provide variety for loyal guests. Only approved menus are to be offered.
- 207.05 Approved Menus:
- A. **Big Cheese** – filled omelets, plain biscuits
 - B. **Great Eggs and Ham** – egg patties, ham slices, plain biscuits
 - C. **Little Bit Country** – egg patties, sausage gravy, plain biscuits
 - D. **Opening Act** – bacon, egg & cheese topped bagels, plain biscuits
 - E. **Original Gridiron** – waffles, sliced maple smoked sausage, plain biscuits
 - F. **Real Crowd Pleaser** – scrambled eggs with stir-ins, menu enhancement items, plain biscuits
 - G. **Toast of the Town** – French toast sticks, sausage patties and plain biscuits
 - H. **Top of the Morning** – egg patties, sausage patties, plain biscuits
- 207.06 Local and state food handling procedures must be followed at all times.
- 207.07 Proper rotation of food inventory is required at all times.
- 207.08 Approved Products Listed by Manufacturer (All menu items must be approved items.)
- A. **Approved Egg Patties**
 - 1. Preferred "A" Rated:

Michael Foods, sunny-side up, natural-shape egg patty, 1.75 oz., MPC #85879, SUPC #1732940
 - 2. Approved "B" Rated:
 - a. Michael Foods, scrambled egg patty, 1.75 oz., MPC #46025-85839-00, SUPC #1680156
 - b. Michael Foods, 1.75 oz., MPC #152020, SUPC #1313428
 - c. Michael Foods, 1.75 oz., MPC #152020, SUPC #7360530
 - d. Michael Foods, 1.75 oz., MPC #46025-85841-00, SUPC #9558412
 - e. Michael Foods, 1.5 oz., MPC #G1003233420, SUPC #1438944
 - f. Michael Foods, 1.5 oz., MPC #152025, SUPC #1921881
 - g. Michael Foods, 1.5 oz., MPC #30020, SUPC #2596872



Breakfast

- h. Michael Foods, 1.5 oz., MPC #7486546275, SUPC #7360480
- i. Cargill/Sunny Fresh®, 1.75 oz., MPC #30606, SUPC #6614804
- j. Cargill/Sunny Fresh®, 1.5 oz., MPC #30001, SUPC #1311406
- k. Cargill/Sunny Fresh®, 1.5 oz., MPC #30636, SUPC #1983881

B. Approved Omelets

- 1. Michael Foods, Cheese, Browned, 3.5 oz., MPC #46025-90135-00, SUPC #2232965
- 2. Michael Foods/SYSCO Classic, Non-Browned, 3.5 oz., MPC #46025-15208-00, SUPC #5475373
- 3. Michael Foods, Cheese, Non-Browned, 3.5 oz., MPC #74865-46279-00, SUPC #7360704

C. Sausage Patties

- 1. Preferred "A" Rated:
 - Ember Farms (Hampton brand), 1.5 oz., MPC #25468-11950, SUPC #4105268
- 2. Approved "B" Rated:
 - a. Hormel®, 1.5 oz., MPC #17500, SUPC #2311512
 - b. Jones Dairy, 1.5 oz., MPC #18753, SUPC #1794650
 - c. Odom's Tennessee Pride, 1.5 oz., MPC #354, SUPC #8172769
 - d. Rose, 1.6 oz., MPC #800111, SUPC #2034890
 - e. Rose, 1.5 oz., MPC #800172, SUPC #7806243
 - f. SYSCO, 1.6 oz., MPC #800176, SUPC #3629540

D. Approved Biscuits

Golden Harvest/CH Guenther Plain Biscuits, 144/2.25 ounce, MPC #3244, SUPC #5927274

E. Approved French Toast Sticks

- 1. Preferred "A" Rated:
 - a. McCain, MPC #41008406, SUPC #1474345
 - b. McCain, MPC #41010162, SUPC #7255979
- 2. Approved "B" Rated:
 - a. Farm Rich™-Seapack, MPC #67400, SUPC #1251461
 - b. Michael Foods, MPC #46025-85803, SUPC #4677118
 - c. Rich Seapack, MPC #84044, SUPC #977095



Breakfast

F. Approved Waffles

1. Preferred "A" Rated:

- a. Advance™ Food Company, MPC #2027761, SUPC #2027761
- b. Bakery Chef®, MPC #6376, SUPC #1826254
- c. Bakery Chef®, MPC #6794028, SUPC #6794028
- d. Belgium Chef, MPC #0074, SUPC #1010313
- e. Chef America, MPC #048, SUPC #1589449

2. Preferred "B" Rated:

Advance™ Food Company, MPC #5018, SUPC #2027761

G. Approved Sausage Gravy

- 1. Nestlé®, Chef Mate, MPC #05228, SUPC #4958542
- 2. Vanee, MPC #590PY-VAN, SUPC #9037706
- 3. Vanee, MPC #590PX, SUPC #0682542

H. Approved Scrambled Egg Products

- 1. Grand Prairie Scrambled Eggs (eggs only); frozen, pre-cooked; MPC #301003, SUPC # 6457594
- 2. Ham stir-in kit (ham and cheese), MPC # 301005, SUPC # 5049434
- 3. Cactus Jack stir-in kit (fire-grilled steak, seasoned cheese, tortillas), MPC #301006, SUPC #5243504

I. Approved Ham Product

Willow Brook Foods, 3" round/.75 oz. slices, 6/2 lb. cs., MPC #60637, SUPC #7176027

J. Approved Link Sausage

Willow Brook Sliced Maple Smoked Sausage, MPC #60211, SUPC #4213823

K. Approved Bagel Toppers

Better Baked Foods, Bacon, egg and cheese topped bagel, MPC #02504, SUPC #3987534



Breakfast

208.00 Hampton's On the Run™ Breakfast Bag Standards

- 208.01 Based on occupancy and volume, prepare an appropriate number of Hampton's On the Run Breakfast Bags. A Hampton's On the Run Breakfast Bag must be available for each guest who does not have enough time to enjoy the On the House breakfast buffet. Hampton's On the Run Breakfast Bag stickers are available from Focus Services. See the *Hampton Product Reorder Catalog* on OnQ Insider > Hampton Brand page.
- 208.02 Maintain a minimum of six Hampton's On the Run Breakfast Bags on the front desk kiosk from 5:30 a.m. to 10:00 a.m. Monday through Friday.
- 208.03 Use a plain brown kraft bag for the Hampton's On the Run Breakfast Bag. For approved bags, see *Hampton Recommended Products* on OnQ Insider > Hampton Brand page. SYSCO approved bag item numbers: 5113410, 4087680, 1456409, 4014486, 6546931, 5760376, 5039888, 4087680



Brown bag specifications:

Size:	8#; 6 $\frac{1}{8}$ " X 4 $\frac{1}{8}$ " X 12 $\frac{7}{16}$ "
Type:	35# Natural Kraft, 500/case



Breakfast

The top of Hampton's On the Run Breakfast Bags must be folded down approximately 3". On the Run stickers are to be placed centered on the flap to insure quality control. (See [Standard 409.01](#)) Each bag will contain the following:

- A. One whole Red Delicious apple (125 count)
- B. One Blueberry Muffin
 - 1. Preferred "A" Rated:
Otis Spunkmeyer®, individually wrapped, 2.25 oz. blueberry muffin, MPC #09100, SUPC #7579295.
 - 2. Approved "B" rated (use only when "A" rated not available):
Sara Lee®, individually-wrapped, 2 oz. blueberry muffin, MPC #8666, UPC #2407039
- C. One bottle of 16.9 oz bottled water. Private labels are not permitted. Water must be a nationally recognized brand:
 - 1. Aquafina®
 - 2. Arrowhead®
 - 3. Crystal Geyser®
 - 4. Dasani®
 - 5. Deer Park®
 - 6. Evian®
 - 7. Ice Mountain®
 - 8. Ozarka®
 - 9. Poland Springs®
 - 10. Zephyrhills®
- D. Kellogg's® Special K® Cereal Bar
One Kellogg's® Special K® Vanilla Crisp Cereal Bar, MPC #3800022222, SUPC # 4834836
- E. One box of Hampton Moment mints. Order Hampton Moment mints from Guest Supply. Order form available on the Hampton Brand page of OnQ Insider.



Breakfast

F. One 15" x 17" white napkin

1. Fort James, dinner, 2-ply, 15" x 17", 1/8 FLD, MPC #31428, SUPC #5759618
2. Georgia Pacific, dinner, 2-ply, MPC #31459, SUPC #4482899
3. Georgia Pacific, dinner, 2-ply, 15" x 17", 1/8 FLD, MPC #32559/01, SUPC #4545562
4. Hoffmaster®, dinner, 2-ply, 15" x 17", 1/8 FLD, MPC #56105, SUPC #5887302
5. Hoffmaster®, dinner, 2-ply, 15" x 17", 1/8 FLD, MPC #85550, SUPC #4961694
6. SCA, dinner, 2-ply, 15" x 17", 1/8 FLD, MPC #NP310, SUPC #4057071

208.04 Date of assembly must be written on the bottom of each bag to assure food safety and quality. This will allow for a daily first in, first out (FIFO) rotation system.



Breakfast

209.00 Breakfast Artwork/Décor Enhancement

209.01 If there are no cabinets above the breakfast bar, display two to four framed black and white photographs from the Hampton brand approved image library.

209.02 Finished frame size is 33.5" x 34.5".

209.03 Approved Image Library





Breakfast

209.04 Décor Enhancing Items

Décor enhancing items are to be used as dividers between zones if space permits. These elements are highly recommended, however some properties have limited counter space and may not be able to install some portion or any of these items. When counter space is limited, display enhancement items may be used to enhance other parts of the breakfast serving area, such as built-in shelves. Do not add any other decorative elements to these items.

White ceramic serving items – The provided white ceramic serving items act as visual fillers between the breakfast zones. The items are intentionally white to contrast our food offerings. These elements are intended to create three different groupings:

- A. Three pitchers (see letter “A” below)
- B. Two serving bowls (see letter “B” below)
- C. One large platter (see letter “C” below) and one serving bowl (not pictured)





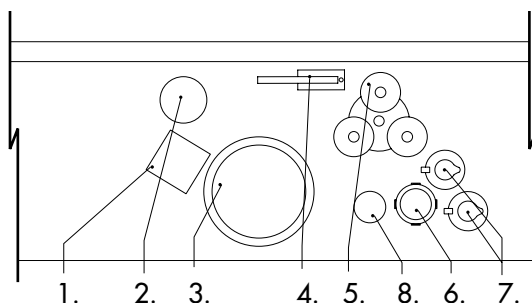
Breakfast

210.00 Presentation Standards

- 210.01 The On the House breakfast presentation must mirror that of the following plan-o-grams and pictures. Consistent presentation standards are required to assure that each Hampton guest experiences the same On the House breakfast from location to location.
- 210.02 Holiday or seasonal decorations are not permitted on the breakfast serving surface nor the breakfast tables and chairs. The only approved item to be placed on breakfast tables is the HSIA table tent.



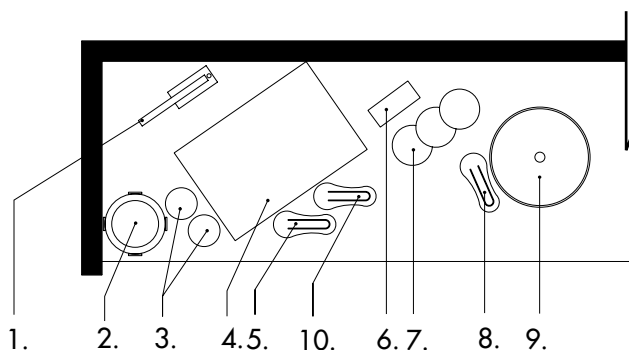
A. Cold Zone



1. Wire holder for hot cereal
2. Hot water airpot
3. Yogurt bowl with stand
4. Cold Zone sign with sign holder
5. Bulk cereal dispenser (or fish bowl dispensers/scoops) with cereal graphics
6. Wire holder for 6" bowls
7. Two 1.9 liter thermal pitchers with graphic bands or other approved milk dispensing option
8. Stainless steel 1-qt. *bain marie* with graphic band and utensil lift for spoons



Breakfast

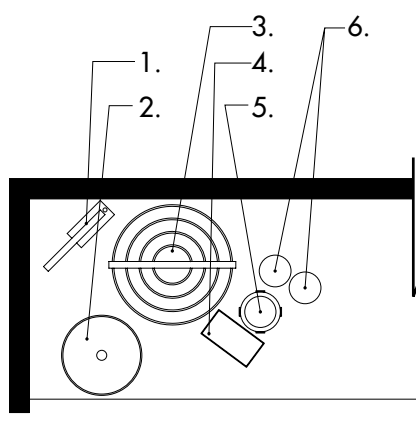


B. Hot Zone

1. Hot Zone sign with sign holder
2. Wire holder for 9" plates
3. Two stainless steel 1-qt. *bain maries* with graphic bands and utensil lifts for forks and knives
4. Chafing dish with romance card/holder, optional "caution: hot" sign
5. Two sets stainless steel hollow handle tongs/trays (One 3 oz. ladle when serving gravy)
6. Wire holder for napkins
7. Three-tiered condiment display with appropriate condiment cards/holders
8. Stainless steel hollow handle tongs/tray
9. Biscuit display (white platter, biscuit display divider, 15" clear turn-and-serve with red graphic, and biscuit warmer)
10. Ladle holder (when applicable)



Breakfast

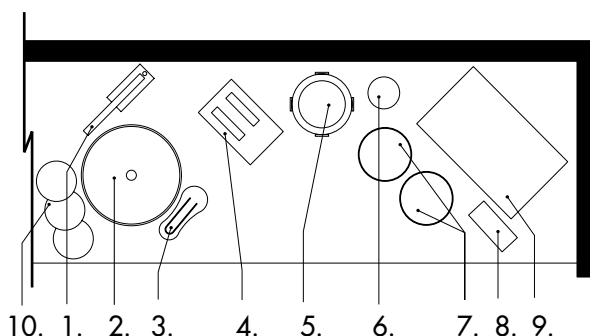


C. Fresh Zone

1. Fresh Zone sign with sign holder
2. Cut fruit display (12" turn-and-serve/green graphic), hollow handle pierced spoon, and romance card
3. Two-tiered chrome wire fruit display
4. Wire holder for napkins
5. Wire holder for 6" bowls
6. Two stainless steel 1-qt. *bain maries* with graphic bands and utensil lifts for forks and spoons



Breakfast

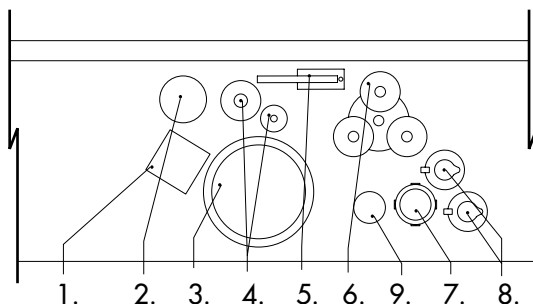


D. Baked Zone

1. Baked Zone sign with sign holder
2. Sweet item display (15" turn-and-serve/gold graphic), romance card with holder
3. Stainless steel hollow handle tongs/tray
4. Toaster
5. Wire holder for 9" plates
6. Stainless steel 1-qt. *bain marie* with graphic band and utensil lift for knives
7. Two cold condiment bowls/stands with condiment cards/holders
8. Wire holder for napkins
9. Two-tiered bakery stand with stainless steel hollow handle tongs and romance cards
10. Three-tiered condiment display with appropriate condiment cards/holders



Breakfast



E. Coffee Zone—Free Standing Table

1. 2 wire holders for cups lids
2. Hot cocoa basket with sign/holder
3. Hot water thermal server
4. Robust coffee thermal server
5. Coffee Zone sign with sign holder
6. Regular coffee thermal server
7. Decaf coffee thermal server
8. Tea caddy
9. Three-tiered condiment display with appropriate condiment cards/holders
10. Stainless steel 1 qt. *bain marie* with graphic band and clear stir stick riser
11. Stainless steel 1 qt. *bain marie* with graphic band for trash

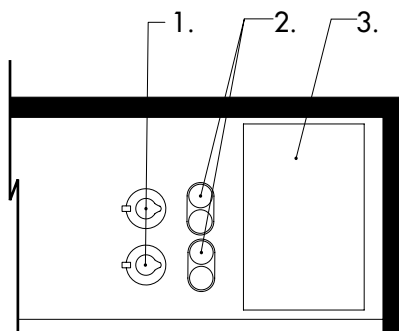


Breakfast



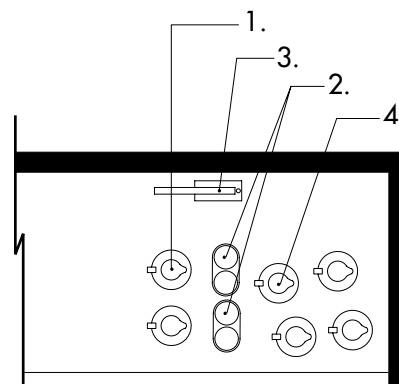
F. Juice Zone

1. Two clear plastic water pitchers with drip trays
2. Two wire cup holders for 9 oz. clear or frosted plastic cups
3. Juice dispenser



Juice Zone—Without Dispenser (properties with height restrictions)

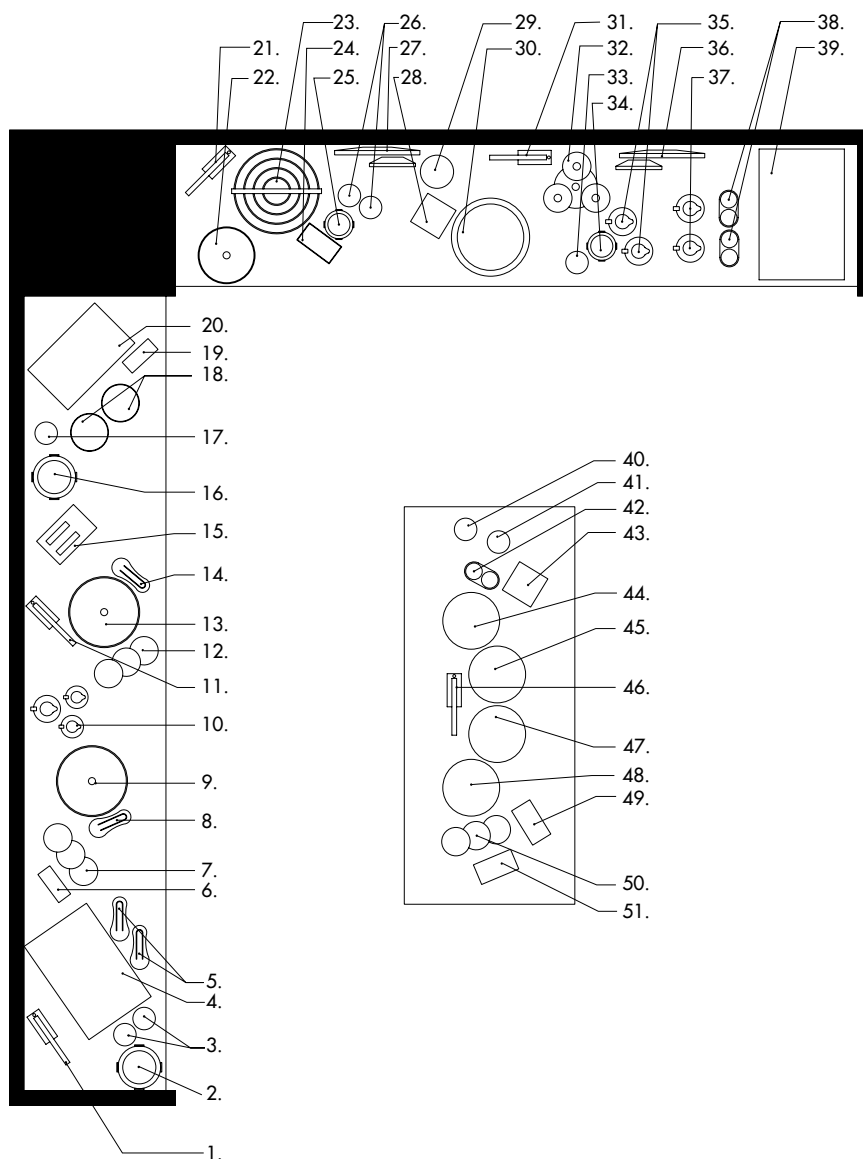
1. Two clear plastic water pitchers with drip trays
2. Two wire cup holders for 9 oz. clear or frosted plastic cups
3. Zone sign with holder (properties with height restrictions)
4. Four thermal 1.9 liter thermal pitchers with graphic bands (properties with height restrictions)





Breakfast

Large Format–Breakfast Layout with Coffee Table

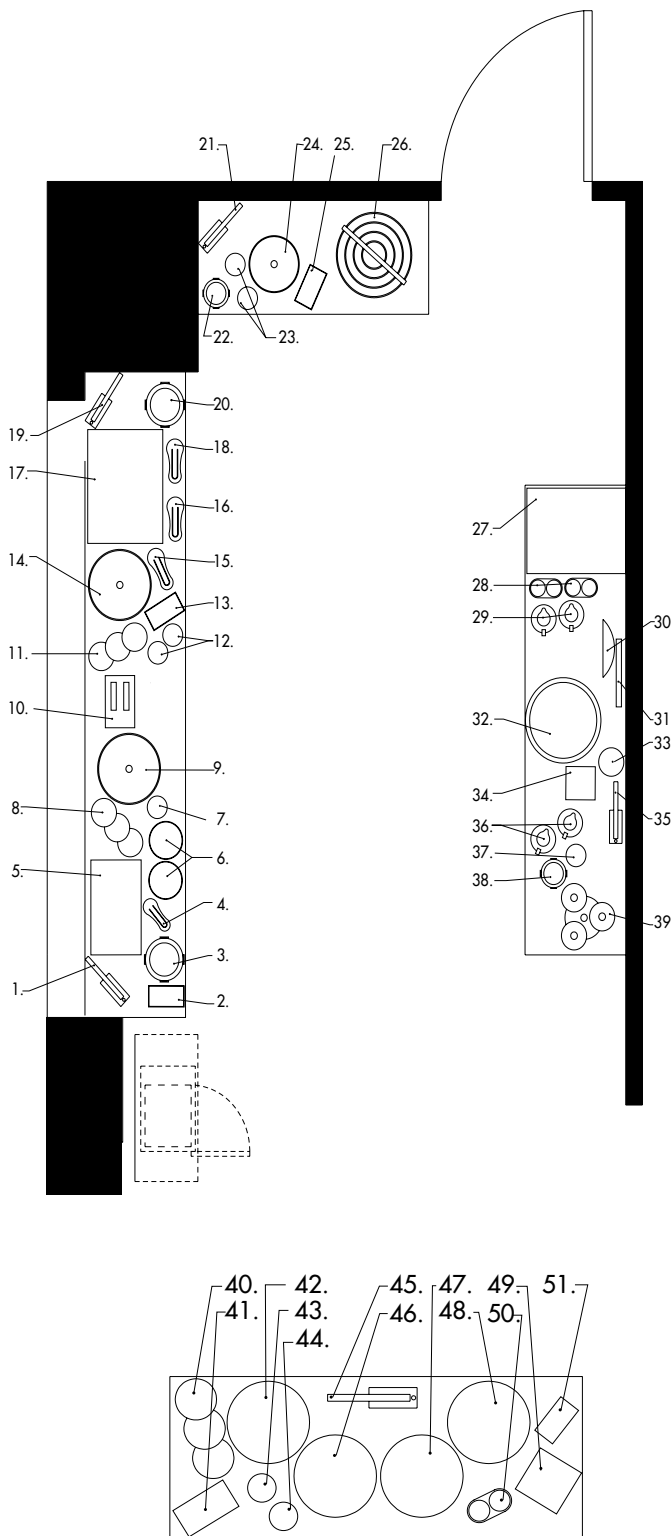


1. Hot Zone sign with sign holder
2. Wire holder for 9" plate
3. Two stainless steel 1 qt. *bain maries* with graphic bands and utensil lifts for forks and knives
4. Chafing dish with romance card/holder, optional "caution: hot" sign
5. Two sets stainless steel hollow handle tongs/trays (one 3oz. ladle/tray when serving gravy)
6. Wire holder for napkins
7. Three-tiered condiment display with appropriate condiment cards/holders
8. Stainless steel hollow handle tongs/tray
9. Biscuit display (15" turn-and-serve with red graphic)
10. Decorative ceramic pitchers
11. Baked zone sign with sign holder
12. Three-tiered condiment display with appropriate condiment cards/holders
13. Sweet item display (15" turn-and-serve/gold graphic), romance card with holder
14. Stainless steel hollow handle tongs/tray
15. Toaster
16. Wire holder for 9" plates
17. Stainless steel 1-qt. *bain marie* with graphic band and utensil lift for knives
18. Two cold condiment bowls/stands with condiment cards/holders
19. Wire holder for napkins
20. Two-tiered bakery stand with romance cards
21. Fresh Zone sign with sign holder
22. Cut fruit display (12" turn-and-serve/green graphic), hollow handle pierced spoon, and romance card
23. Two-tiered chrome wire fruit display
24. Wire holder for napkins
25. Wire holder for 6" bowls
26. Two stainless steel 1-qt. *bain maries* with graphic bands and utensil lifts for forks and spoons
27. Decorative ceramic platter/bowl
28. Wire holder for hot cereal
29. Hot water airpot
30. Yogurt bowl with stand
31. Cold Zone sign with sign holder
32. Bulk cereal dispenser (or fish bowl dispensers/scoops) with cereal graphics
33. Stainless steel 1-qt. *bain marie* with graphic band and utensil lift for spoons
34. Wire holder for 6" bowls
35. Two 1.9 liter thermal pitchers with graphic bands or other approved milk dispensing option
36. Decorative ceramic platter/bowl
37. Two clear plastic water pitchers with drip trays
38. Two wire cup holders for 9 oz. clear or frosted plastic cups
39. Juice dispenser
40. Stainless steel 1-qt. *bain marie* with graphic band and clear stir stick riser
41. Stainless steel 1-qt. *bain marie* with graphic band for trash
42. Wire holder for cups/lids
43. Hot cocoa basket with sign/holder
44. Decaf coffee thermal server
45. Regular coffee thermal server
46. Coffee Zone sign with sign holder
47. Robust coffee thermal server
48. Hot water thermal server
49. Tea caddy
50. Three-tiered condiment display with appropriate condiment cards/holders
51. Wire holder for napkins



Breakfast

U-Shaped Breakfast Layout with Coffee Table

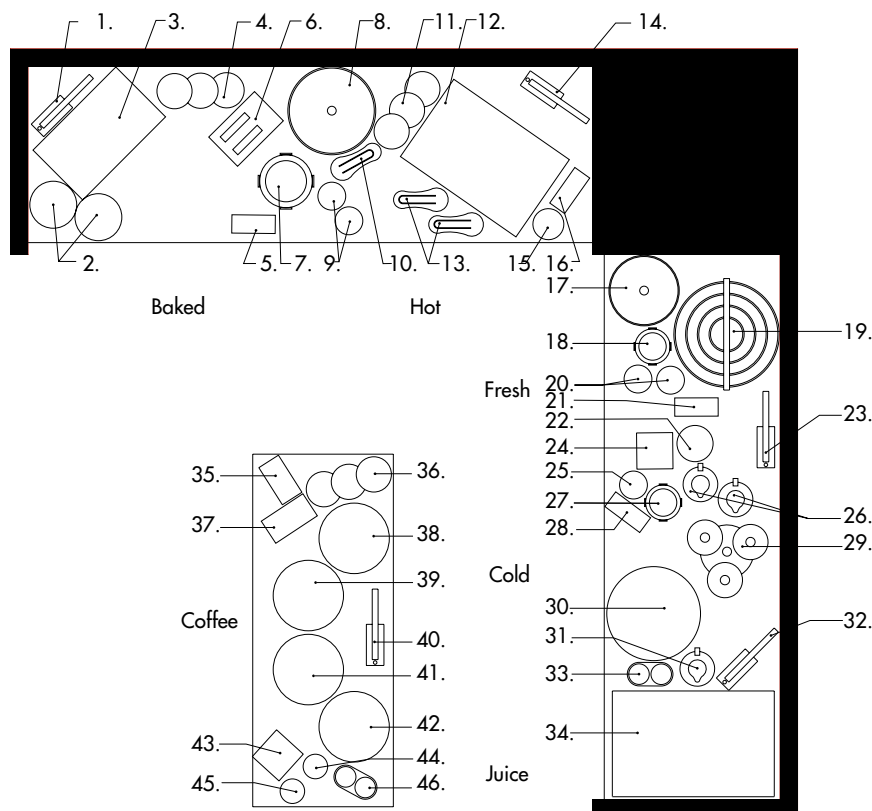


1. Baked Zone sign with sign holder
2. Wire holder for napkins
3. Wire holder for 9" plates
4. Stainless steel hollow handle tongs/tray
5. Two-tiered bakery stand with romance cards
6. Two cold condiment bowls/stands with condiment cards/holders
7. Stainless steel 1-qt. *bain marie* with graphic band and utensil lift for knives
8. Three-tiered condiment display with appropriate condiment cards/holders
9. Sweet item display (15" turn-and-serve/gold graphic), romance card with holder
10. Toaster
11. Three-tiered condiment display with condiment cards/holders
12. Two stainless steel 1 qt. *bain maries* with graphic bands and utensil lifts for forks and knives
13. Wire holder for napkins
14. Biscuit display (15" turn-and-serve with red graphic)
15. Stainless steel hollow handle tongs/tray
16. Stainless steel hollow handle tongs/tray
17. Chafing dish with romance card/holder, optional "Caution: hot" sign
18. Stainless steel hollow handle tongs/tray (or 3oz. ladle when serving gravy)
19. Hot Zone sign with sign holder
20. Wire holder for 9" plate
21. Fresh Zone sign with sign holder
22. Wire holder for 6" bowls
23. Two stainless steel 1-qt. *bain maries* with graphic bands and utensil lifts for forks and spoons
24. Cut fruit display (12" turn-and-serve/green graphic), hollow handle pierced spoon, and romance card
25. Wire holder for napkins
26. Two-tiered chrome wire fruit display
27. Juice dispenser
28. Two wire cup holders for 9 oz. clear or frosted plastic cups
29. Two clear plastic water pitchers with drip trays
30. Decorative ceramic bowl
31. Decorative ceramic platter
32. Yogurt bowl with stand
33. Hot water airpot
34. Wire holder for hot cereal
35. Cold Zone sign with sign holder
36. Two 1.9 liter thermal pitchers with graphic bands or other approved milk dispensing option
37. Stainless steel 1-qt. *bain marie* with graphic band and utensil lift for spoons
38. Wire holder for 6" bowls
39. Bulk cereal dispenser or fish bowl dispensers with cereal graphics
40. Three-tiered condiment display with appropriate condiment cards/holders
41. Tea caddy
42. Hot water thermal server
43. Stainless steel 1 qt. *bain marie* with graphic band and clear stir stick riser
44. Stainless steel 1 qt. *bain marie* with graphic band for trash
45. Coffee Zone sign with sign holder
46. Robust coffee thermal server
47. Regular coffee thermal server
48. Decaf coffee thermal server
49. Hot cocoa basket with sign/holder
50. Wire holder for cups/lids
51. Wire holder for napkins



Breakfast

Limited Space-Breakfast Layout with Coffee Table



1. Baked Zone sign
2. Two cold condiment bowls/stands with condiment cards/holders
3. Two-tiered bakery stand with romance cards*
4. Three-tiered condiment display with appropriate condiment cards/holders
5. Wire holder for napkins (Baked zone/Hot zone share)
6. Toaster
7. Wire holder for 9" plates (Baked zone/Hot zone share)
8. Biscuit display (15" turn-and-serve with red graphic)
9. Two stainless steel 1-qt. *bain maries* with graphic bands and utensil lifts for forks and knives (Baked zone/Hot zone share)
10. Stainless steel hollow handle tongs/tray (3oz. ladle/tray when serving gravy)
11. Three-tiered condiment display with appropriate condiment cards/holders
12. Chafing dish with romance card/holder, optional "caution: hot" sign
13. Stainless steel hollow handle tongs/trays
14. Hot Zone sign
15. Stainless steel 1-qt. *bain marie* with graphic band and utensil lift for forks (if space allows)
16. Wire holder for napkins
17. Cut fruit display (12" turn-and-serve/green graphic), hollow handle pierced spoon, and romance card
18. Wire holder for 6" bowls (Fresh Zone/Cold Zone can share; move closer to center)
19. Two-tiered chrome wire fruit display
20. Two stainless steel 1-qt. *bain maries* with graphic bands and utensil lifts for forks and spoons (Fresh Zone/Cold Zone can share; move closer to center)
21. Wire holder for napkins
22. Hot water airpot (can be eliminated if wire holder for hot cereal is moved to Coffee Zone)
23. Fresh Zone sign
24. Wire holder for hot cereal **
25. Stainless steel 1-qt. *bain marie* with graphic band and utensil lift for spoons (move to Coffee Zone if wire holder for hot cereal is moved)
26. Two 1.9 liter thermal pitchers with graphic bands or other approved milk dispensing option
27. Wire holder for 6" bowls (move to Coffee Zone if wire holder for hot cereal is moved)
28. Wire holder for napkins
29. Bulk cereal dispenser (or fish bowl dispensers/scoops) with cereal graphics
30. Yogurt bowl with stand
31. One clear plastic water pitcher with drip tray
32. Cold Zone sign
33. Wire holder for 9 oz. clear or frosted plastic cups
34. Juice dispenser
35. Tea Caddy
36. Three-tiered condiment display with appropriate condiment cards/holders
37. Wire holder for napkins
38. Decaf coffee thermal server
39. Robust coffee thermal server
40. Coffee Zone sign with sign holder
41. Regular coffee thermal server
42. Hot water thermal server
43. Hot cocoa basket w/sign holder
44. Stainless steel 1-qt. *bain marie* with graphic band and clear stir stick riser
45. Stainless steel 1-qt. *bain marie* with graphic band for trash
46. Wire holder for cups/lids

* The limited space breakfast layout does not include a sweet item display. Use the bottom tier of the two-tiered bakery stand to offer sweet items to guests. Use the top tier for bagels and bread.

** The wire holder for hot cereal may be moved to the Coffee Zone near the hot water thermal if space is needed. Also move one wire holder for 6" bowls and spoon *bain marie* if space allows. The hot water airpot may then be eliminated from the Cold Zone.



Breakfast

211.00 Food Safety and Sanitation Standards

- 211.01 Where food is concerned, cleanliness is a safety issue. Following the rules is an absolute must. Careful attention to food safety and sanitation protects the health and safety of guests and keeps your hotel in good standing with local health department officials. It's one more way to demonstrate to guests our commitment to their satisfaction. And remember, when the breakfast area is neat and clean, it contributes to a guest's overall perception of quality. State and local agencies have strict rules about how to serve food to the public. Three critical steps to contribute to food safety:
- A. Buy food that is fresh and free from contamination.
 - B. Store and serve food at the right temperature.
 - C. Use clean-handling techniques.
- 211.02 Observing each of these critical steps, and doing it the right way every single time, demonstrates an understanding of the proper way to handle food. In addition, remember that:
- A. Safe food is food that is free from danger.
 - B. Serving safe food is the job of every team member who comes into contact with food.
 - C. Foodborne illness occurs when food is contaminated. Contamination means that foreign substances—such as bits of glass, hair, metal shavings or microbes—are in food.
 - D. Microbes are bacteria, viruses and parasites that are all around us but are too small to see. In small numbers, microbes are generally harmless. But in large numbers, they cause illness.
- 211.03 Food Safety Starts at Home
- Food safety at work begins with good personal hygiene habits at home.
- A. Stay away from the food preparation area and service area when you are sick.
 - B. Cover infected cuts, burns or sores with a dry, durable, tight-fitting bandage.
 - C. Shower or bathe daily.
 - D. Wear neat, clean "i am hampton collection" wardrobe items by Lands' End.
(See [Section 500.](#))
 - E. Keep your fingernails clean and well-trimmed.
 - F. Avoid wearing jewelry.
- 211.04 Food Safety at Work
- Personal hygiene isn't limited to at-home habits. It carries over to the habits practiced at work as well. Follow the rules below to reduce the risk of contaminating food.
- A. Wash your hands before work, after using the restroom, when returning from break, and whenever something is touched that might carry microbes.



Breakfast

- B. Smoke, eat or drink away from food production and storage areas. Wash your hands afterward.
- C. Wash your hands if you cough or sneeze, or handle garbage. To wash correctly:
 1. Wet your hands with warm water.
 2. Apply soap and wash your hands for at least 20 seconds.
 3. Scrub your nails with a nailbrush.
 4. Rinse with hot water for at least 20 seconds.
 5. Repeat steps 2 through 4.
 6. Dry with a single-use paper towel or air dryer.
 7. Always wash at a hand-washing station, not a food-prep sink.
 8. All food-handling team members must wear disposable gloves when handling food.

211.05 Prevent Contamination

How can you tell if food is contaminated? You can't always see problems. There are ways to handle food that will help prevent spreading germs from one area to another. Understand that:

- A. Many sources can contaminate food, including you.
- B. Contamination often cannot be seen, tasted or smelled.
- C. Some foods are more easily contaminated than others.
- D. Cross-contamination happens when one food contaminates another. Cross-contamination can easily be prevented by properly cleaning and sanitizing surfaces that touch food.
- E. Our hands can carry contamination from one food to another. Be sure to wash them often, especially after handling raw food.

211.06 Storing Food

Using a good inventory system can help in planning to have the right amount of food on hand and can help in tracking when food was purchased and when foods should be used. Keep these things in mind:

- A. Safely store food, equipment and supplies before, during and after preparation.
- B. FIFO—"First In, First Out"—means that to use the products that came in first before using new products. Every container should be dated when it is received.
- C. FIFO helps ensure that products that are too old are never used.



Breakfast

D. Store food properly:

1. Cold foods must be stored below 40°F.
2. Each refrigerator/freezer unit must have a working thermometer.
3. Use the right food-grade container (a container specially designed to store food).
4. Select the right storage location.
5. Label and date the food.
6. Move food into storage areas quickly.

E. Store chemicals in their original containers. Follow the storage and handling instructions on Material Safety Data Sheets (MSDS). The General Manager or supervisor will show you where the MSDS are kept.

F. Improperly stored food cannot be made safe again, no matter how carefully it is prepared.

211.07 Time and Temperature

Of course, no one wants to eat spoiled food. Keep in mind, however, that food doesn't actually have to "spoil" to be unsafe. Even after just a few hours at room temperature, food can become hazardous to the consumer's health. To be safe, food must be kept at the proper temperature.

A. Harmful microbes grow best in the Temperature Danger Zone, 40° to 140° Fahrenheit. Most food has been in the Temperature Danger Zone (which includes room temperature) for a total of four hours or more should be considered unsafe.

B. Avoid temperature danger zones by:

1. Checking temperatures regularly.
2. Keeping food out of danger zones whenever possible.
3. Moving food through danger zones as quickly as possible.
4. Cleaning and sanitizing your thermometer after each use.
5. Regularly check the thermometer for accuracy.

211.08 Wash Clean, Rinse Clear, Sanitize Safely

Not only do we need to ensure that food is safe, we also have to make sure your food preparation and storage areas are spotless.

A. Proper cleaning and sanitizing can prevent many food safety problems. Cleaning removes visible soil. Sanitizing reduces the number of microbes to a safe level. Sanitizing involves three steps:

1. Wash clean, remove visible soil.
2. Rinse in clear water.



Breakfast

3. Sanitize safely with required sanitizing solution.
- B. Many areas, such as floors, walls and refrigerator doors, need only cleaning.
- C. Clean and sanitize food-contact surfaces before and after each use or at least once every four hours. Food-contact surfaces are any surfaces that touch food and should be sanitized when switching from one food item to another.

The health and safety of our guests is extremely important. To ensure compliance with the above standards, you will need to retain 30 days of invoices of your selected sanitation product and store the invoices as part of your Quality Assurance documentation.

211.09 Watch Out for Warnings

Not all food dangers arise from the food itself. What if a toxic chemical was stored next to a juice container? Would that be a danger? Of course it could be. Watch out for all kinds of threats to your food safety.

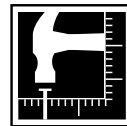
- A. Not all food contamination comes from microbes. A food warning sign is any threat to food safety that can be seen. Never ignore food safety warnings.
- B. Know whom to contact when a food safety problem arises such as:
 1. Warning signs outside your own area
 2. Problems with equipment
 3. If guests complain about food safety, a manager should be notified.

211.10 Food Pantry/Breakfast Area Cleanliness and Safety

- A. All chemicals and cleaning agents must be stored away from food and related products.
- B. No visible dust or debris can be on the ceiling.
- C. Trash dumpster areas must be free of trash and garbage on the ground. Lids must remain closed.
- D. Odors, insects and vermin must be controlled.
- E. A hand sink must be provided in the pantry area. C-fold paper towels and liquid antibacterial soap must be located at the sink. If a hand sink is not provided in the pantry/prep area, a liquid waterless antibacterial soap and paper towels must be provided.
- F. Latex, plastic or rubber gloves must be worn by personnel when handling food.
- G. Pantry doors should have no visible gaps and the door should fit the frames correctly. Doors should remain closed.

211.11 Food Pantry/Breakfast Area Risk Control

- A. A stocked first-aid kit must be available in the pantry/breakfast area.
- B. A multi-purpose 10-pound fire extinguisher is required in the pantry/breakfast area.



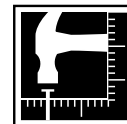
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Building and Furnishing

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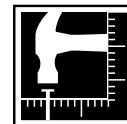
**Any questions regarding the contents
of this manual may be addressed to:**

**HILTON HOTELS CORPORATION
MEMPHIS OPERATIONS CENTER
755 CROSSOVER LANE
MEMPHIS, TENNESSEE 38117-4900
PHONE: 901/374-5000**



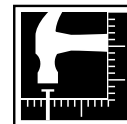
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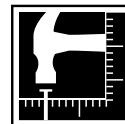
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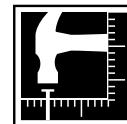
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Purpose and Scope

These construction standards are designed to serve as a guideline in the preparation of construction documents. Hilton Hotels may, when giving approval for projects, increase or rescind certain requirements contained herein in accordance with the local market, design requirements or trade practices.

Included within these standards are specific products, manufacturers and/or distributors. Products must be provided as specified; any "or equal" products may be submitted for review. Some products have been explored thoroughly and have been found to be pertinent to the distinction of the Hampton Brand and therefore, alternates will not be reviewed or accepted for these particular products. Any "or equal" manufacturer will be considered but must be submitted for approval PRIOR to any fabrication or ordering. Distributor lists are recommendations only; any alternates may be used.

NOTE: The prototype drawings are also a part of the construction standards. If any discrepancies are found between the standards and the prototype drawings, the Design and Construction Department will clarify.

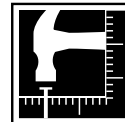
Hampton Inn (including the Hometown prototype) and Hampton Inn & Suites hotels must, at a minimum, conform to the plans and specifications approved by Hilton Hotels Corporation at the time of franchise approval. Where later modified plans and specifications are approved by Hilton Hotels, hotels must conform to the modified plans and specifications upon making any changes, upgrades or refurbishments. The owner of the project is responsible for the compliance with all Hampton Standards and prototype drawings. Any plan reviews, approvals or site inspections by Hilton Hotels does not relieve the owner of this responsibility.

Due to the combination of Hampton Inn (including the Hometown prototype) and Hampton Inn & Suites requirements in this section, all requirements listed apply to all brands except where noted.

In addition to the minimum requirements, there are recommendations to consider during the development or upgrading of a hotel. These recommendations are based on experience in the hotel industry and product development research. Many are beneficial operationally, others improve guest satisfaction/value perception.

Hilton Hotels does not and cannot warrant conformance with interpretation of the Americans With Disabilities Act (ADA) and the ADA Accessibility Guidelines within these standards or the prototype drawings. The owner of the project is responsible for the compliance with applicable provisions of the ADA and any additional local requirements. The owner is urged to seek appropriate counsel to ensure such compliance.

If local codes exceed the requirements contained in any following standard, then the local codes should be construed as minimum requirements.



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Introduction

The following construction standards apply to the situations listed below:

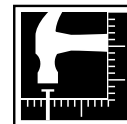
1. Plan and specification review for proposed new construction projects.
2. Plan and specification review for remodeling, refurbishing and renovation projects.
3. Preparation of a deficiency list in connection with an application for conversion of an existing hotel or change of ownership of a Hampton Inn or Hampton Inn & Suites hotel.

The following standards will refer to other publications and industry standard abbreviations that may not be recognizable so these are listed for easy reference below:

ADA	Americans with Disabilities Act
AFF	Above the Finished Floor
AGA	American Gas Association
ANSI	American National Standards Institute
ASHRAE	American Society of Heating, Refrigerating and Air Conditioning Engineers
ASTM	American Society for Testing and Materials
E.I.F.S.	Exterior Insulation Finish System
IIC	Impact Insulation Class
NEC	National Electrical Code
NFPA	National Fire Protection Association
OSHA	Occupational Safety and Health Act
PTAC	Package Terminal Air Conditioner
SMACNA	Sheet Metal and Air Conditioning Contractors National Association
STC	Sound Transmission Coefficient
UFAC	Upholstered Furniture Action Council
UL	Underwriters Laboratories

REFER ANY QUESTIONS CONCERNING THESE STANDARDS TO:

Hilton Hotels Corporation
Design & Construction Department
755 Crossover Lane
Memphis, TN 38117
Phone: 901/374-5000
Fax: 901/374-5008



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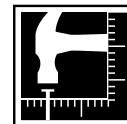
300.00 Plan Review and Required Approvals

300.01 Project Team Approval

- A. Prior to submission of plans, Hilton Hotels must be furnished with resumes and other information on the training, experience and financial responsibilities of the architect and/or engineer retained for the project. The architect and all engineers must hold a current license in the state in which the project is located. The plans must not be approved and the construction must not begin until Hilton Hotels has approved the architect and/or engineer.
- B. Before construction begins, Hilton Hotels must be furnished a resume and financial statement of the proposed contractor and, if requested by Hilton Hotels, of any major subcontractors, along with any additional information concerning their experience and financial responsibility Hilton Hotels may request. Construction must not begin until Hilton Hotels has approved the contractor.

300.02 Make It Hampton

- A. All Make It Hampton (MIH) items must be installed in all hotels. The Make It Hampton items within this section have been designated so by the acronym, MIH. All hotels must comply with this standard.
- B. The following Make It Hampton items are automatically shipped and billed to each new opening property. The questionnaire that precedes the automatic order is included in the New Construction Product Order Guide.
 - 1. Planter garden (planters, ash & trash)
 - 2. Welcome mats
 - 3. Vestibule presentation: wall vinyl, artwork and chair rail
 - 4. Entrance door graphics
 - 5. Front desk presentation: wall vinyl, artwork, welcome message and chair rail
 - 6. Acrylic key card holder
 - 7. Guarantee pad
 - 8. Lamp/Hampton's On the Run™ Breakfast Bag kiosk
 - 9. Elevator graphics
 - 10. On the House™ Hot Breakfast kit: Harlan breakfast graphics, Edward Don breakfast equipment and Moffat oven
 - 11. Breakfast information graphics
 - 12. Breakfast artwork
 - 13. Lap desks
 - 14. Alarm clock radios



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15. Febreze® Linen Refresher Concentrate and Febreze® Air Effects

16. Zippered plastic bags for blankets

17. Shower curtains

18. Duvet inserts

19. Duvet covers

20. Lumbar pillows

21. Lumbar pillow covers

22. Red "freshen please" service signals

C. All other Make It Hampton items may be purchased through the *Make It Hampton Products Reorder Catalog*.

300.03 Preliminary Plans - New Construction and Additions/Remodeling

All plans, specifications and progress reports are to be submitted to and approved for compliance with overall concept by Hilton Hotels as follows:

A. Site plan with building, parking (quantity and size of spaces and aisles to be provided), landscaping and recreational area outlined. Indicate satellite dish location, if provided, signage locations and dumpster/storage building location.

B. Floor plans of all areas. The following information must be included:

1. Number of guest rooms and suites per floor.
2. Gross building square footages.

C. Exterior elevations.

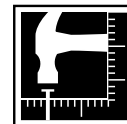
Non-prototypical exterior designs and color schemes will be considered when required by local governmental authorities. Drawings, colored renderings, color samples, etc. must be submitted to Hilton Hotels for review and approval *prior* to submitting to local jurisdictions.

NOTE: For room additions and pool enclosures, all floor plans and exterior elevations must show the relationship to the existing building(s). Review and approval of preliminary plans must be secured prior to submission of final plans and specifications.

300.04 Fifty Percent Complete Plans— New Construction and Additions/Remodeling

All plans, specifications and progress reports are to be submitted to and approved for compliance with overall concept by Hilton Hotels as follows:

- A. Site plan - 100 percent complete
- B. Floor plans - 50 percent complete
- C. Details - 50 percent complete



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- D. Elevations - 100 percent complete
- E. Structural plans - 100 percent complete
- F. Mechanical, plumbing and electrical plans - 50 percent complete
(Mechanical plans must include a cover sheet showing the air balance calculations—inclusive of total exhaust and total make-up air, but not including any thru-wall units.)
- G. Outline specifications
- H. Location of satellite dish, if provided
- I. Signage selection and electrical requirements

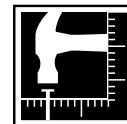
NOTE: Review and approval of Preliminary and 50 Percent Plans must be secured prior to submission of final plans and specifications.

300.05 Final Plans and Specifications— New Construction and Additions/Remodeling

Complete working drawings and specifications, properly sealed and signed by the architect and engineers of record, are to be submitted to and approved for compliance with overall concept by Hilton Hotels before construction begins. The drawings and specifications must include the following:

- A. Complete and indexed civil, architectural, mechanical, plumbing (including detailed fire protection drawings), electrical and structural drawings (including definitions of all abbreviations and symbols used).

NOTE: Exterior color renderings may be required by Hilton Hotels.
- B. All room finishes, door and hardware schedules.
- C. Swimming pool drawings and specifications.
- D. Identification sign drawings showing location and design.
- E. Landscape, irrigation and accent lighting plans prepared by a professional landscape architect or approved nursery firm.
- F. An interior design package prepared by a professional interior design firm experienced in hospitality interior design. The submittal must include the items listed under 300.09.
- G. Room layouts for all room types indicating room dimensions, furnishings, electrical, telephone and television outlets are required. Interior elevations of each room type are also required.



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300.06 Changes of Ownership, Conversions and Re-licensing

Hilton Hotels will conduct an inspection of the property, note deficiencies and variances from prevailing Hampton Inn or Hampton Inn & Suites hotel standards. A deficiency report will be prepared.

Failure to identify any deficiencies does not relieve the franchisee of the responsibility of completing/correcting these items or making modifications necessary to comply with Hampton standards. Submissions for approval must then be made as follows:

- A. Where the redesign/refurbishing of existing facilities is required, design drawings, including but not limited to guest room/suite and commercial area furnishings, layouts, and interior/exterior color elevations, must be submitted to and approved by Hilton Hotels. Color renderings must be furnished upon request of Hilton Hotels.
- B. Where construction of additional facilities is required, complete drawings and specifications are to be submitted to and approved by Hilton Hotels before beginning construction.

300.07 Progress Reports

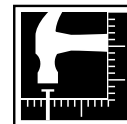
The principal correspondent is required to submit monthly, during construction, a Schedule Status Report and a Construction Progress Report, complete with a major item cost breakdown.

The Progress Report must indicate the approximate percentage of completion of each major construction item. Not less than twenty 35mm or digital color photographs indicating the general level of completion of the entire project must be submitted by the principal correspondent with each Construction Progress Report.

300.08 Shop Drawings and Other Submittals

The following construction submittals are required to be submitted for review and approval by Hilton Hotels Corporation:

- A. Value engineering considerations—Addenda and Change Orders
- B. Plumbing fixture cutsheets
- C. Light fixture cutsheets
- D. Door hardware cutsheets and schedule
- E. Roof material sample and cutsheet for color (and gauge when applicable)
- F. Exterior wall finish samples and spec data—color and texture
- G. Swimming pool shop drawings
- H. Vanity and tub surround material
 - I. Vanity base shop drawings
 - J. Knockdown wall texture for color and texture
 - K. Fire sprinkler shop drawings



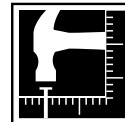
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- L. Front desk shop drawings
- M. FF&E submittal—colorboards and complete specifications

300.09 Interior Design Submittals

An interior FF&E/Finish package prepared by a professional interior design firm experienced in hospitality design must be submitted and approved for compliance by Hilton Hotels before procurement begins.

- A. The submittal must include:
 1. A cover letter with the property name, location, number of rooms, and an outline of commercials areas.
 2. A scope of service page, listed in detail.
 3. A project directory sheet for the particular project (contact sheet).
 4. To-scale floor plan of scoped area with coded references to spec sheets.
 5. An 8" x 10" high quality photo of the color board(s) for guest rooms/suites and public areas.
 6. Spec books must be neatly bound and presented and not sent loose.
 7. All specification sheets must have a color thumbnail photo of the product.
 8. Include a cut sheet of the product on a separate page if it requires more space in the specification sheet.
 9. Include the interior elevations and/or reflected ceiling plans relevant to the product specified (e.g., sconces, mirrors, chandeliers) drawn TO SCALE in order to properly access correct scale of the specified item.
 10. Actual samples of fabrics and finishes must be submitted; electronic scans ARE NOT ACCEPTABLE.
 11. All finish and fabric samples must be of a 3" x 3" (minimum) size.
 12. Any heavy sample materials (e.g., stone, solid surface material, etc.) must be mounted on heavy board and protected in a clear binder pocket.
- B. Any revisions required in a re-submittal should be sent utilizing the following process:
 1. Previous submittal comments must be included with the new submittal.
 2. The interior designer must submit all revisions on colored paper. Use a different color for each re-submittal. If revisions are sent via e-mail, the designer must send a follow up hard copy of the revision on colored paper.
 3. All revised specifications submitted by the interior designer must have the revision "bubbled" for clarification and easy identification.

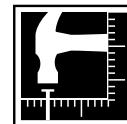


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300.10 Hotel Records

Prior to opening, complete floor plans and building elevations must be provided to Hilton Hotels Corporation in an 11" x 17" PDF format, readable by Adobe Acrobat. These photos and elevations must include the following:

- A. Site plans
- B. Floor plans
 - 1. Overall plan of each floor
 - 2. Enlarged plans of public areas
 - 3. Enlarged guest room/suite plans
 - 4. Reflected ceiling plan of public areas
- C. Building elevations



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301.00 Life Safety Systems

301.01 Building Codes and Government Requirements

- A. In addition to applicable building codes, commitment agreement holders should become familiar and conform with OSHA, as it applies, or the equivalent local or national codes; the applicable barrier free (handicap accessibility) design standards; the applicable standards of the NFPA and all applicable requirements of the ADA.
- B. Lobbies and other non-guest room function areas must comply with all applicable governmental agency and/or board requirements and must coincide with the Hampton concept.

301.02 Fire-rated Construction

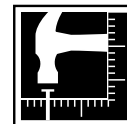
- A. Fire-rated construction is required for all building structures. Steel framing as well as wood framing in a fire-resistant category is acceptable for the canopy, subject to local fire code requirements.
- B. The roof membrane, insulation and ballast (if required) must be non-combustible or the roof "system" must be "Class A" rated as defined by UL.
- C. In the guest room/suite buildings, all floors, load-bearing walls, columns, beams and lintels must have a one-hour fire rating unless higher ratings are required by local code. See requirements for sprinkler systems, [Standard 301.03](#).
- D. A minimum of one-hour, fire-rated separation consisting of fire walls and protected openings must be provided between rental units, between corridors and rental units or as otherwise required by local codes if more stringent.
- E. A minimum fire-rated separation of one-hour is required from floor to floor. If the lobby is open to a second floor corridor above, fire-rated doors are required in the second floor corridor to separate it from the two-story lobby space. These doors must be "C" label 45-minute fire-rated doors with automatic closers and magnetic hold-open devices that are connected to the fire alarm system.
- F. All boiler rooms and any other rooms containing gas fired equipment must be one-hour rated minimum or as otherwise required by local codes if more stringent. Doors must be fire-rated with closers.
- G. All duct work must be nonflammable.

301.03 Fire Safety Systems

Minimum standards for fire safety systems are detailed below. These more stringent requirement between the standards and any state and local requirements must be followed as a minimum.

A. Fire Alarm System and Fire Sprinkler System

All areas of a property must be equipped with a fire alarm system and automatic fire sprinkler system, which are zoned by floors.



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1. Fire Alarm System

- a. The fire alarm system must be comprised of Underwriters Laboratory approved equipment and devices. The installation, location and spacing of such equipment and devices must be in accordance with the latest edition of NFPA 72, or as otherwise specified by the governmental authority having jurisdiction.
- b. Strobe notification appliances must be provided in accordance with federal accessibility rules (28 CFR 36, Appendix A, Sec. 4.28) as to number, locations, spacing and visual intensity.
- c. A manual fire alarm pull station capable of sounding a general alarm must be located behind the front desk. The panel must not be located on the back wall facing the registration desk.

2. Fire Sprinkler System

The property is to have complete automatic and supervised fire sprinkler systems throughout all areas, including all guest rooms, in accordance with the stricter of:

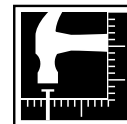
- a. Applicable standards referenced in the building or fire codes of the local jurisdiction, as interpreted by the authority having jurisdiction, and only as applicable for the status of the subject property; or
- b. An automatic fire sprinkler system located throughout the property, including all guest rooms, and complying with NFPA 13 (reference TS 015, Hilton International CO).

Exceptions – Within the Americas

- 1) For properties where the building is four stories or less in height, NFPA 13R is acceptable if allowed by local or other applicable codes.
- 2) For properties where the building is three stories or less in height with guest rooms exiting directly to the exterior, an automatic fire sprinkler system is not required. However, such properties must have been built in accordance with applicable building codes in force at the time of permit issuance, and must be maintained in compliance with any applicable codes.

Exceptions – Outside the Americas

Properties where the building is four stories or less in height.



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Exception – Worldwide

Properties converted to any of the Hilton-family-of-brands (“Conversion Properties”) must be in full compliance with the standards set forth above within the time period set forth in the applicable Product Improvement Plan for the property. Compliance must occur prior to the property’s opening to the public as a Hilton family property unless an exception is approved in writing by the Senior Vice President of Architecture and Construction, Senior Vice President of Hotel Brand Management and the Senior Vice President of Franchise Development for properties within the Americas; by the Vice President of Technical Services, Area President and CEO of International Operations for properties outside the Americas (“Committee”). In no event must a Conversion Property open to the public until it is in full compliance with any applicable codes of the local jurisdiction. Any exception that may be granted by the Committee relates only to standards that exceed applicable local codes.

B. Smoke Detectors

Smoke detectors are required throughout the property as set forth in this section.

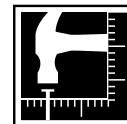
1. Smoke Detectors in Guest Rooms/Suites

The property must equip hard-wired and locally annunciated smoke detectors in all guest rooms and each livable space of a suite. Smoke detectors within accessible guest rooms/suites and any others required by ADA or the local jurisdiction must be equipped with an integral strobe light providing a visual intensity of 177cd.

2. Smoke Detectors in Areas Other Than Guest Rooms/Suites

The property must have system connected, hard-wired smoke detectors in the following areas (where applicable and allowed by local code):

- a. Lobby
- b. Administration areas/front desk
- c. Pantry prep/pantry/kitchen
- d. Food and beverage outlets/restaurant
- e. All corridors
- f. Laundry
- g. Dryer enclosure (heat detector only behind dryers)
- h. Meeting rooms/ballrooms/pre-function areas/executive center
- i. Maintenance shop (must have combination heat and smoke detectors)
- j. Linen rooms
- k. Mechanical/boiler/electrical rooms - must have combination heat and smoke detectors



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- l. Elevator equipment - must have combination heat and smoke detectors
- m. Top of stairwells
- n. Miscellaneous storage rooms
- o. Public restrooms
- p. Exercise room/health club
- q. Guest laundry
- r. Parking structure
- s. Enclosed swimming pool
- t. Any other areas required by local codes.

3. Exception

Properties converted to any of the Hilton-family-of-brands ("Conversion Properties") must be in full compliance with any applicable codes of the local jurisdiction. In addition, all Conversion Properties must comply with the standards set forth above relating to Guestrooms/Suites. Compliance must occur prior to the property's opening to the public as a Hilton family property. Unless HHC determines that there are unique circumstances related to the subject Conversion Property, the standards set forth above for Areas Other than Guest rooms/Suites will not apply to Conversion Properties.

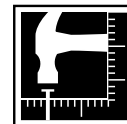
C. Fire Extinguishers

- 1. Fire extinguishers must be contained in fully recessed (flush to wall) cabinets.
- 2. Fire extinguishers must be contained in public spaces according to local and national codes.
- 3. Fire extinguishers must be mounted in front office area, laundry, maintenance, corridors and near storage rooms, and as otherwise required by the local jurisdiction.
- 4. Fire extinguishers must be in clear view within the appropriate rooms.
- 5. Portable Fire Extinguishers must be provided and installed in accordance with NFPA 10 and NFPA 96 (for restaurant kitchens).
- 6. Restaurant kitchen fixed fire extinguishing systems must be installed for all cooking equipment and appliances in accordance with NFPA 17A and NFPA 96 using wet chemical water assisted type systems.

D. Approval, Testing and Maintenance, Training

1. Approval

Written approval of the plans for required fire safety systems must be obtained from the governmental authority having jurisdiction prior to installation of the fire safety system.



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The form of written approval may vary by governmental authority. For the purposes of these standards, "written approval" is defined as a certificate, letter of approval, permit, stamp of approval, or other approval method as used by the governmental authority.

Written certification that the required fire safety systems have been installed according to the approved plan by a licensed contractor and are fully operational, tested and approved by the authority having jurisdiction must be obtained from the installation contractor.

2. Testing and Maintenance

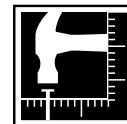
- a. All fire safety systems installed (including any systems installed above and beyond the requirements of this standard) must be tested and maintained either:
 - 1) Through a maintenance contract with an organization licensed to install and maintain such equipment, or
 - 2) By individuals trained to perform such maintenance and testing.

Testing and maintenance of sprinkler systems must be in accordance with the manufacturer's instructions, NFPA 25, or as otherwise specified by the governmental authority having jurisdiction.

Testing and maintenance of smoke detection systems (or heat detection devices where appropriate) must be in accordance with the manufacturer's instructions, NFPA 72, or as otherwise specified by the governmental authority having jurisdiction.

- b. A statement certifying that such testing and maintenance have been performed must be signed by either:
 - 1) The maintenance company representative and by the General Manager of the property; or
 - 2) By the individual trained to perform such maintenance and testing and by the General Manager of the property.

All statements certifying such testing must be kept on file at the property and be made available to HHC's field inspector. Such testing and maintenance must be performed at least once every six months. A minimum of one test per year must be conducted by an outside third party licensed to test fire safety equipment. Guest room/suite smoke detectors must be included as part of this testing and documentation.



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3. Training

The General Manager, assistant manager, all guest services (front desk) personnel, maintenance supervisors, housekeepers and night auditors, as well as any other personnel designated as "managers on duty" at the property, must be familiar with the operation of the fire safety systems, fire evacuation procedures and the operation of portable fire extinguishers.

E. Installation

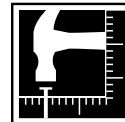
All system wiring must be in conduit unless otherwise permitted by local codes. Water piping for the fire sprinkler system must be attractively concealed within walls, ceilings and furred areas; however, fire sprinkler heads and other system equipment may not be concealed in a manner that reduces their effectiveness or defeats their purpose.

301.04 Fire/Emergency Exits

- A. A minimum of two fire/emergency exits must be provided for each floor. The distance of travel from the entrance of any guest room/suite to the nearest exit must not exceed 125'-0" (38.1m). Exits must be located as remotely as possible from each other and provide optimum convenience to guests.
- B. All fire/emergency exits must be clearly marked with illuminated exit signs. Where exits are not visible, illuminated directional signs must be provided to indicate the direction of egress. These signs must be provided with a maintained secondary emergency power source. Lighted exit signs are required at all major exit ways.
- C. Provide panic hardware (crash bar type) on all designated exit doors that contain a locking device or latch.

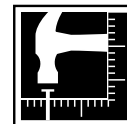
301.05 Emergency Lighting

- A. Emergency lighting is to be provided for the following areas and in accordance with prevailing governmental regulations:
 - 1. Lobby
 - 2. Registration desk - located on employee side and not visible to guests
 - 3. Back office/work area
 - 4. Public restrooms
 - 5. Meeting rooms
 - 6. Corridors
 - 7. Stairwells
 - 8. Elevators
 - 9. Room where the fire alarm panel is located
 - 10. Laundry
 - 11. All breezeways



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- 12. Exercise room
- 13. Guest laundry (where applicable)
- 14. Executive center (where applicable)
- 15. Enclosed swimming pool
- B. Emergency lighting fixtures must be arranged to maintain the values of not less than one foot-candle measured at the floor at all points, including corners.
- C. Required emergency lighting fixtures will be automatic, not requiring any manual action to put them into operation after failure of normal lighting.
- D. Power for emergency lighting must be supplied by approved, reliable electric storage batteries with trickle charge system or equivalent.

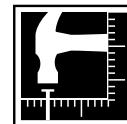


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302.00 General Building

302.01 Building Materials/Structure

- A. The design of each hotel must conform to the current prototypical plans, FF&E specifications and construction standards as furnished to each approved franchisee. If such requirements are exceeded or increased by, or differ from any local requirements, the more stringent must govern.
- B. Variations from these and other requirements regarding the general character, quality and kinds of materials and finishes must be subject to approval by Hilton Hotels. The Hometown prototype will allow very few, if any, changes to its design.
- C. Exterior corridor hotels are not allowed for new construction. See [Standard 318.00](#) for "Existing Hampton Inn Exterior Corridor Hotels" at the end of this section.
- D. The building structure must be one of the following systems:
 - 1. Wood frame
 - 2. Metal frame
 - 3. Load-bearing masonry with cast-in-place or precast concrete floor and roof slabs. (When two foot wide precast concrete floor planks are used, a furred drywall ceiling must be installed. Larger width floor planks do not have this requirement.)
- E. Non-load bearing walls must be wood stud or steel stud framed with interior faces of gypsum board.
- F. Exterior wall finish must be brick or EIFS (such as Dryvit with a finish texture equal to Quarzputz).
- G. Roof materials must meet the following requirements:
 - 1. The Hampton Inn mansard (when applicable) at the canopy and upper roof is to be constructed to give the appearance of a standing seam roof. Color is to be as noted below and must be submitted for approval. Panels are to have a smooth finish. Structural supports for the mansard must be designed on an individual project basis by the architectural/engineering firm hired by the owner.
 - 2. Metal roofing must be 24-gauge, prefinished with a 12" wide panel, Kynar 500 finish with the appearance of a standing seam of 1½" height. Fabricate and install metal roofing and accessories in accordance with SMACNA. All flashing, edges, trim, valleys, etc. must be the same color and finish as the roofing, when metal roofing is provided.
 - 3. Roof vents, exhaust caps and other penetrations must be screened by metal roof or parapet walls. Antennae are not allowed to be any taller than the mansard or any parapet walls. Cell phone antennae or any other antennae that are not used for the operation of the hotel are not allowed on the building.



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302.02 Exterior Colors

The following are acceptable color schemes for the exterior of a Hampton Inn (including the Hometown prototype) or Hampton Inn & Suites. Reference *Color Standards* packet for more detailed information. In all cases, the storefront corridor entrance doors are to match the window frames. All other miscellaneous doors are to be painted to match the exterior wall color. Samples of the exterior materials must be submitted for approval. Exterior color renderings may be required by Hilton Hotels prior to approval.

A. Hampton Inn Exterior Colors (mansard roof scheme)

NOTE: If the Hampton Inn & Suites exterior design is used for a Hampton Inn, the colors listed below under Hampton Inn & Suites may be used.

The exterior colors must be one of the following schemes:

1. Base and field: Dryvit #108 Manor White; roof: Dark Bronze; window frames: Dark Bronze; window glass: Bronze
2. Base: Dryvit #346 Patchwood; field: Dryvit #108 Manor White; roof: Berridge Forest Green, Colonial Red or Dark Bronze; window frames: White or Dark Bronze; window glass: Clear (white frames) or Bronze (dark bronze frames).
3. Base: Dryvit #392 Coconut Shell; field: Dryvit #400 French Toast; roof: Berridge Forest Green, Colonial Red or Dark Bronze; window frames: Dark Bronze; window glass: Bronze.
4. Base: Dryvit # NA2-03-06-13-01 Pecan Shell; field: Dryvit #110 Van Dyke; roof: Berridge Forest Green, Colonial Red or Dark Bronze; window frames: White or Dark Bronze; window glass: Clear (White Frames) or Bronze (Dark Bronze Frames).

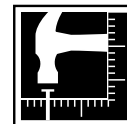
B. Hampton Inn – Hometown Prototype Exterior Colors

The exterior colors must be one of the following schemes:

1. Main building: Dryvit # 110 Van Dyke; columns/trim: Dryvit # 442 Cotton; cornice: Dryvit # 455A Pearl; window frames: Dark Bronze; window glass: Clear or Bronze
2. Main building: Dryvit # 110 Van Dyke; columns/trim: Dryvit # 442 Cotton; cornice: Dryvit # 110 Van Dyke; window frames: Dark Bronze; window glass: Clear or Bronze
3. Main building: Dryvit # 400 French Toast; columns/trim: Dryvit # 109 Eggshell Cream; cornice: Dryvit # 400 French Toast; window frames: Dark Bronze; window glass: Clear or Bronze

C. Hampton Inn & Suites Exterior Colors

The exterior colors must be one of the following schemes (the column trim color is optional and may be replaced with the assigned field color):



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1. Base: Dryvit #346 Patchwood; field: Dryvit #108 Manor White; column trim: Dryvit #442 Cotton; window frames: White, Dark Bronze or match column trim color; window glass: Clear (white frames) or Bronze (dark bronze frames).
2. Base: Dryvit #392 Coconut Shell; field: Dryvit #400 French Toast; column trim: Dryvit #109 Eggshell Cream (or #108 Manor White); window frames: Dark Bronze or match column trim color; window glass: Bronze.
3. Base: Dryvit #NA2-03-6-13-01; field: Dryvit #110 Van Dyke; column trim: Dryvit #442 Cotton; window frames: White, Dark Bronze or match column trim color; window glass: Clear (White or trim color frames) or Bronze (Dark Bronze frame)

D. Louvers

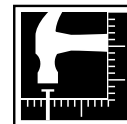
1. Fixed louvers for laundry and kitchen ventilation are to be of anodized aluminum with stormproof blades in a color that coordinates with the exterior color scheme.
2. Exterior louvers, which align with guest room windows must be the same size and finish as the window frames. Miscellaneous louvers of various sizes, which do not align with guest room windows must be painted to match the adjacent wall color. Louvers must be combined into one larger louver when possible, except at the laundry when exhaust may impact make up air.

302.03 Furnishings and Finishes

A. Carpet/Tile/Wood/Vinyl/Laminate Flooring

1. Carpeting for public areas including the lobby, meeting room, boardroom, guest room/suite corridors, guest rooms/suites, hospitality suites, and offices must meet the following minimum standards:
 - a. Carpet and carpet padding must be commercial grade and meet or exceed all local, state, and general flammability codes including DOC-FFI-70 and ASTM E648, Class I testing. Carpet must have a "Class B" or better flame spread rating.
 - b. Minimum carpet specifications:

CUT PILE	
Construction:	Tufted
Machine Gauge:	1/10 Guest Rooms and Public Areas
Stitches per Inch:	10 - Guest Rooms 12 - Public Areas and Corridors
Tufted Pile Height:	.250 (1/4") or greater for 32 oz. and .281 (9/32") or greater for 36. Oz.
Face Yarn:	100% Solution Dyed Type 6 Nylon Branded Yarns Printed - Type 6.6
Primary Backing:	Woven polypropylene
Secondary Backing:	Action Bac
Face Weight:	36 oz./sq. yd. for heavy traffic areas, Lobby, Guest Corridors and pre-function areas 32 oz./sq. yd. for Guest Rooms



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CUT AND LOOP

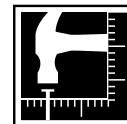
Construction:	Tufted
Machine Gauge:	1/10 Guest Rooms and Public Areas
Stitches per Inch:	10 - Guest Rooms 12 - Meeting Rooms
Tufted Pile Height:	High 9/32 Low 3/16
Face Yarn:	100% Solution Dyed Type 6 Nylon Branded Yarns + or - 5% variance on face wt. allowed
Primary Backing:	Woven polypropylene
Secondary Backing:	Action Bac
Face Weight:	32 oz./sq. yd. for Guest Rooms; NOT APPROVED FOR USE IN HEAVY TRAFFIC AREAS

MULTI-LEVEL LOOP

Construction:	Level Loop
Machine Gauge:	1/12 Guest Rooms, Meeting Rooms
Stitches per Inch:	10 - All Areas
Tufted Pile Height:	3/16
Face Yarn:	100% Solution Dyed Type 6 Nylon Branded Yarns
Primary Backing:	Woven polypropylene
Secondary Backing:	Action Bac Tuft Bind Rating Dry 10; Wet 8; Ravel 2 to 3 lb. Strength
Face Weight:	32 oz./sq. yd. for Guest Rooms; 36 oz. for Public Areas; NOT APPROVED FOR USE IN HEAVY TRAFFIC AREAS

LEVEL LOOP

Construction:	Level Loop; All Loop Same Heights
Machine Gauge:	1/10
Stitches per Inch:	10
Pile Height:	3/16
Face Yarn:	100% Solution Dyed Type 6 Nylon Branded Yarns
Face Weight:	26 oz. or higher Back of House
Primary Backing:	Polypropylene
Secondary Backing:	Action Bac Tuft Bind Rating Dry 10 lb.; Wet 6 lb.; Edge Ravel 2 to 3 lb. Strength



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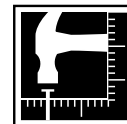
CYP (COMPUTER YARN REPLACEMENT)

Construction:	Tufted
Machine Gauge:	1/11 All Areas
Stitches per Inch:	11 - All Areas
Tufted Pile Height:	9/32
Face Yarn:	100% Solution Dyed Type 6 Nylon Branded Yarns
Primary Backing:	Action Bac
Face Weight:	42 oz./sq. yd. for All Areas

AXMINSTER

Fiber:	Wool/Nylon Blend (80/20) or 100% Nylon (Type 6.6) Wool must be - Woolen Spun Yarn. Semi-worsted is not permitted. 70% British Specialty wool blend is preferred.
Yarn Count:	2/46
Tuft Density:	63 per sq. inch - Corridors 70 per sq. inch - Public Areas and Ballrooms
Dye Method:	Pre-metalized dyes required
Pitch:	7
Pile Height:	.250 to .270
Rows per Inch:	9 in Corridors and 10 in Public Areas and Ballrooms
Pile Weight Above Back:	27 - 30 oz./sq. yd. (80/20) 31 - 40 oz./sq. yd. (nylon)
Total Pile Weight:	36 - 44 oz./sq. yd.
Backing:	Synthetic
Widths Available:	27", 36" (for use as borders only) 9', 12', 15' and 4 meter

- c. All carpet must be in compliance with CRI (Carpet and Rug Institute) "Green Label Plus." All carpet must pass TARR (Texture Appearance Retention Rating) of 2.5 - 3.0 or higher. (Hexapod Test) All nylon carpet must be stain-treated with foam and heat set method. All carpet must pass Tuft Bond Test minimum of Dry 6. All carpet must be warranted for wear at 10% fiber loss over 10 years. Sprouting will not be allowed.
- d. Spin Bonnet floor machines should NEVER be used in cleaning carpet. All carpet cleaning equipment and chemicals should have the CRI Seal of Approval.
- e. All hotels should contact Carpet America Recovery Effort (www.carpetrecovery.org) to ascertain what carpet reuse programs are available in your area before sending carpet to a landfill.
- f. All carpet must be twisted with a minimum of four and a half (4.5) twists per inch and be heat set with Superba or Suessen methods.



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- g. All carpet must have an average Density Factor of 275,00. A Density Factor of 300,000 to 350,000 is recommended for corridors and public areas. Density Factor = stitches x gauge x yarn size.
- h. All carpeting must be installed over padding and be power stretched except in double glue-down installations. Carpet pad must be produced from 100% synthetic fibers or high-density flat sponge rubber. The use of urethane or rebond (foam) products is not allowed. Synthetic fiber pad (guest rooms) must be a minimum of 3/8", commercial grade, 32 oz. weight. Synthetic fiber pad (suites and corridors) must be a minimum of 7/16" commercial quality/grade, 40 oz. weight. Sponge rubber pad (public areas) must be ripple (not bubble) and a minimum of 22 - 26 lb. density (26 lb. recommended).
- i. Commercial Grade 2 tackless strips should be used at all perimeter walls except in glue-down installations.
- j. Where Axminster Carpets are used, it is recommended that all seams be hand sewn (6" wide melt tape may be used with seam sealer as an alternate). Tufted carpet such as printed or graphics may be seamed with heated pin-tape.
- k. Installation must meet all local, state, and safety codes (i.e., contrasting colors on steps).
- l. Padding must be Class I and have manufacturer's label of "contract/commercial grade."
- m. Meeting space, public space, and corridor carpet should be glued down as high traffic and equipment may adversely affect normal wear. The following requirements must be met in this instance:
 - 1) A double glue-down policy must be followed. The pad is to be glued to the floor and the carpet glued to the pad. Installation is to be according to manufacturer's instructions.
 - 2) Use of the double-stick Carpet Installation System with factory approved adhesive on a sponge cushion rubber pad (23-26 lb. density) is the preferred method. A synthetic fiber pad that is specially treated for this type of installation will also be considered.
- n. The use of certain pre-attached padding systems may be utilized but must be reviewed and approved by HHC prior to being ordered.
- o. In some extreme cases, it may be beneficial to glue the carpet directly to the base floor. These cases must receive prior written HHC approval before installation. Expediency and/or budget are not acceptable exceptions.
- p. All guest room, suites and corridors must have a minimum 4" bound carpet base that matches the floor covering. Carpet base must match or complement the floor carpet. Stained wood or Johnsonite vinyl base is also allowed. Johnsonite vinyl base is recommended for corridors.



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- q. Carpet pads must be replaced at the same time as the carpet.

2. Tile

Public area floor tile must be decorative porcelain. Nominal 18" x 18" minimum with a minimum grout joint size (3/16" maximum). Rectangular shaped tiles are recommended for the breakfast serving area. They must be nominal 5" x 12" minimum with a rectified edge to minimize grout joint size (3/16" maximum). Tile is recommended to include base tiles, corners, etc. Floor tile must have a coefficient of friction (ASTM-C1028-84) of 0.6 wet or better and a breaking strength (ASTM-C648-84) of not less than 250 lbs. Tile base is to be provided at tile floors. Tile is subject to approval by Hilton Hotels Corporation. Vinyl tile is not acceptable.

3. Wood Floor

Wood flooring in public areas must be commercial grade and meet the following minimum standards:

- a. Wood flooring fire ratings must meet or exceed all applicable local and state codes, or the most recent standard of NFPA, whichever is more stringent.
- b. It should be acrylic impregnated engineered wood flooring and be at least 5 ply construction.
- c. Plank width shall be no less than 3".
- d. Flooring must carry a minimum 5 year commercial warranty.
- e. Wood flooring is subject to approval by Hilton Hotels Corporation.

4. Vinyl Wood Flooring

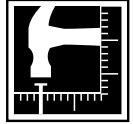
Vinyl wood flooring in public areas must be commercial grade and meet the following minimum standards:

- a. Vinyl wood flooring fire ratings must meet or exceed all applicable local and state codes, or the most recent standard of NFPA, whichever is more stringent.
- b. Vinyl wood flooring must have a coefficient of friction (ASTM D2047) of 0.5 or better.
- c. Plank width must be no less than 3". Tile size shall be no less than 12" x 12".
- d. Vinyl wood flooring is subject to approval by Hilton Hotels corporation.

5. Wood Laminate Flooring

Wood laminate flooring in public areas must be commercial grade and meet the following minimum standards:

- a. Wood laminate flooring fire ratings must meet or exceed all applicable local and state codes, or the most recent standard of NFPA, whichever is more stringent.



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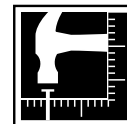
- b. Wood laminate flooring must have a coefficient of friction (ASTM D2047) of 0.7 or better.
- c. Plank width shall be no less than 3".
- d. Wood laminate flooring is subject to approval by Hilton Hotels Corporation.

B. Wallcovering

1. Type II vinyl wallcovering with a minimum total weight of 20 oz. per linear yard is required in the lobby, guest room/suite corridors, public restrooms (if not ceramic tile), back office/administration, boardroom (if provided), meeting room (if provided), vending areas, fitness center, suite shop (where required) and other public areas. Fitness center wall vinyl must be one of the five microvented, Make It Hampton colors. See [Standard 308.01](#) and the *Jump Start Fitness Guide* for specifications and color selections.
2. Vinyl wallcovering in the guest room must be Type I with a minimum total weight of 15 oz. per linear yard.
3. All wallcovering must meet the following requirements:
 - a. Class A (ASTM E-84 tunnel test).
 - b. Federal Specifications CCS 408A and CFFA W101 A, B, & C.
4. All wallcovering adhesives must be strippable and must contain mildew inhibitors.
5. If vinyl wallcovering is not recommended due to high levels of humidity in areas such as coastal areas or southeastern states, the guest bedroom, entry area and dressing area (when applicable) must have a 100 percent acrylic textured knock-down wall finish. Any exterior walls in the public areas should also be considered for the acrylic knock-down vs. vinyl wallcovering but these must first receive Hilton approval. The finish must be provided by one of the following approved manufacturers listed in [Standard 309.03](#).

C. Ceilings

1. No ceiling in a habitable space may be less than 7'-6" (2.29m) in height. In no case shall any ceiling be less than 7'0" (2.13m).
2. Suspended acoustical ceilings in public areas must be 2' x 2', tegular (reveal edge) tile.
3. Back office ceiling to be 2' x 2' ACT as a minimum.



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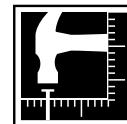
D. Window Treatments

1. Guest Rooms

All guest room windows are to receive a drapery treatment. All drapes must be ceiling mounted, except in rooms with ceilings higher than 9'-0". In these rooms, the drapes may be wall mounted at 8'-0". Provide adequate blocking in the wall. All drapery will be clipped to each end of the rod where it returns to the wall.

Draperies in guest rooms should meet one of the following requirements based on window placement. Regardless, all guest room window treatments must be of the same type throughout the hotel.

- a. For windows centered on the exterior wall of the guest room or suite, window treatments must consist of the following:
 - 1) Two stationary blackout lined drapery side panels finished to a minimum 200 percent fullness. They must hang 1/2" above the finished floor.
 - 2) Two blackout fabric panels finished to a minimum 200 percent fullness so that they overlap and completely cover the window. They must hang to 1/2" above finished floor or 1/2" above the PTAC unit if present. They must be split traversing with 1/2" clear batons. Colored blackout panels that coordinate with surrounding fabrics are recommended over white or ecru.
- b. For windows tight in the corner of the exterior wall in the guest room or suite, window treatments may consist of the following:
 - 1) Side draw, single panel drapery. The drapery will be stacked back to the side of the rod on one end and abut the guest room wall at the other end. The single panel must be blackout lined and finished to a minimum 200 percent fullness. The drapery must hang to 1/2" above the finished floor or 1/2" above the PTAC unit if present.
 - 2) Required to have 1/2" clear batons pulling toward the wall.
- c. If a room, such as a studio, contains both windows with and without the PTAC unit, window treatments must consist of the following:
 - 1) Both windows must have two stationary blackout lined drapery side panels finished to a minimum 200 percent fullness. They must hang 1/2" above the finished floor.
 - 2) Both windows must have two blackout fabrics panels finished to minimum 200 percent fullness so they overlap and completely cover the window. They must hang to 1/2" above the finished floor at one window and 1/2" above the PTAC unit at the second window. They must be split traversing with 1/2" clear batons. Colored blackout panels that coordinate with surrounding fabrics are recommended over white or ecru.

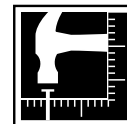


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- d. Drapery as described in [Standard 302.03.D.1.a.](#) above or the windows as part of the Style Right packages may use specified cellular or Roman shades. Information can be found on OnQ Insider > Hampton or hamptonfranchise.com.
- e. Sheer drapery, valances (or cornice treatments) are required at all guest room windows. Sheer drapery is NOT required with cellular or Roman shades.
- f. Draperies or other fabric window treatment must be flame retardant woven fabric or be chemically treated to meet the most recent NFPA standard. Proof of compliance is required either by a sewn-in manufacturer's tag or a letter on file from the manufacturer.
- g. Draperies must be clear baton operated unless they are installed as stationary panels. Operable draperies in accessible guest rooms/suites must comply with ADA guidelines.
- h. "Accordion" drapes are not permitted.

2. Public Areas

- a. All public area windows, including corridors, are to have either valances and drapes or valances and 2" wood blinds as a minimum. An exception may be made for greenhouse type window structures. All other windows, i.e., non-public spaces such as offices, housekeeping, etc. must have 2" wood blinds as a minimum.
- b. In the lobby, if a decorative drapery rod is not used, then valances or cornices are required and must be a minimum 8" in height. All windows must receive a type of window treatment.
- c. Draperies in the meeting rooms and board rooms (if provided) should comply with [302.03.D.2.c.3](#), regardless of PTACs are not included within the room. All drapery will be clipped to each end of the rod where it returns to the wall. Sheer drapery must also be provided. Valances are required.
 - 1) Windows without PTAC units must have two operable blackout lined fabric panels, finished to a minimum 200 percent fullness so they overlap and completely cover the window. Panels must be split traversing with 1/2" clear batons. Drapes must hang to 1/2" above finished floor.
 - 2) Windows with PTAC units must have two stationary blackout lined drapery side panels finished to minimum 200 percent fullness. They must hang 1/2" above the finished floor. There must also be two blackout fabric panes finished to a minimum 200 percent fullness so they overlap and completely cover the window. They must hang to 1/2" above the PTAC unit. They must be split traversing with 1/2" clear batons. Colored blackout panels that coordinate with surrounding fabrics are recommended over white or ecru.



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- 3) If the room contains both windows with and without a PTAC unit, window treatments must consist of the following. Both windows must have two stationary blackout lined drapery side panels finished to a minimum 200 percent fullness. They must hang 1/2" above the finished floor. Both windows must have two blackout fabric panels finished to minimum 200 percent fullness so they overlap and completely cover the window. They must hang to 1/2" above the finished floor at the windows without PTAC units and 1/2" above the PTAC units when present. They must be split traversing with 1/2" clear batons. Colored blackout panels that coordinate with surrounding fabrics are recommended over white or ecru.
3. All fabrics making up the window treatments must be inherently flame retardant or be chemically treated to meet the most recent NFPA standard. Proof of compliance is required either by a sewn in manufacturer's tag or a letter on file from the manufacturer.
4. Draperies must be clear baton operated unless they are installed as stationary panels. Operable draperies in public areas and accessible guest rooms/suites must comply with ADA guidelines.

E. Upholstered Furniture

Upholstered furniture must have upholstery fabric, which meets or exceeds Class I (NFPA or UFAC), and foam, which meets or exceeds California 117 or must meet local and state codes where they are more stringent. Durability 30,000 double rubs or greater.

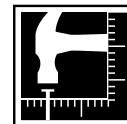
302.04 Public Area Doors

See [Standard 309.05](#) for specific guest room door requirements. Also see [Standard 314.03](#) for stairwell and exit doors.

- A. No door must be less than 3'-0" x 6'-8".
- B. Wall-mounted door stops are required at all doors unless noted otherwise. Floor stops are not permitted.
- C. Provide view panels in doors of public activity rooms such as exercise, guest laundry, business center, vending, indoor pool, etc. unless side lites are provided instead.
- D. All designated exit doors must swing in the direction of egress from the building. If they contain a locking device or latch, they must be equipped with operable panic hardware.

Recommended: Providing alarms on remote exit doors that are annunciated at the front desk and can be activated at any specified time, i.e., roof access doors.

- E. Exterior doors to all public areas must be aluminum and glass, a minimum of 3'-0" (.091 m) wide and have electronic door locks with remote card readers.
- F. All doors must have lever-style hardware.



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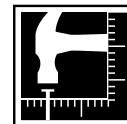
302.05 Sound Reduction

Additional sound deadening material is required in walls of activity areas, elevator enclosures, laundry rooms, vending rooms, maintenance shops, etc., that are located adjacent to guest rooms. These walls must have a minimum STC rating of 54.

Recommended: Door bottoms or drops to improve STC ratings at these locations.

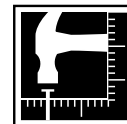
302.06 Heating/Air Conditioning

- A. A heating and refrigerated type air conditioning system is required in all areas of the building. PTAC units may be used in guest rooms, studio suites, boardrooms, two bay meeting rooms, fitness rooms, maintenance area, computer room and employee break rooms. All other areas are to have a central type system.
- B. Make-Up Air
 1. Make-up air enhances indoor air quality and can positively pressurize a building. While indoor air quality is very important to the health and satisfaction of hotel guests, a positively pressurized building assists in controlling water vapor transmission through the building envelope and maintaining even temperature throughout the interior. Controlling water vapor protects the building from condensation in the wall cavities, thus reducing the potential for the growth of mold and mildew. By allowing the corridor to serve as make-up air for the guest rooms, the pressurization of the corridor will keep any smoke generated from within a guest room inside the room and prevent it from entering the corridor. Therefore, a clear corridor is maintained for faster and easier egress of the occupants. It is important that the equipment designed to make-up exhaust air be specifically designed for this purpose and minimize operational cost and maintenance. Common roof top units or other package units (including PTAC's) are not designed for this purpose.
 2. Buildings are to be pressurized with a make-up-air system providing 100 percent outside air. PTAC units must not be counted in determining exhaust/make-up air balance. Building air balance calculations must be provided to Hilton Hotels Corp. for approval. See form at end of this section. Make-up-air systems must comply with ASHRAE Standard 62-1999 Ventilation for Acceptable Indoor Air Quality and local codes. ASHRAE recommends 35 cfm exhaust per guest bath, 30 cfm per bedroom and 30 cfm per living room (as in suites), however these are not additive (See ASHRAE Interpretation IC 62-1989-28 dated 4/26/98). The standard OSA intake bedroom and/or living room units will normally meet code requirements for these areas. Make-up air units will therefore normally be sized to offset the bathroom exhausts at 35 to 40 cfm each multiplied by the total number of guest baths for continuous exhaust operation, plus any other exhaust air from the corridors. If individual guest bath exhaust fans are provided for intermittent operation, diversity may be considered and the make-up-air for baths only may be reduced to 75 percent of their total. NOTE: If local codes require ventilation cfm's in excess of above, the local codes must govern.



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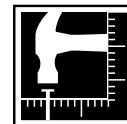
3. EAT for cooling must be selected at ASHRAE .4 percent summer design DB/design WB (not coincident WB) temperatures, and for heating at ASHRAE Annual Extreme Daily Mean DB Minimum winter design (not Heating DB @ 99.6 percent or 99 percent). Normally select cooling at 160 to 250 cfm per nominal unit ton for approx. maximum 60 degree DB coil LAT and approx. minimum 65 degree LAT at winter design. This will vary depending on enthalpy of OSA design temperature with lower cfm/ton for the higher air enthalpy.
4. Units for rooftop or on grade mounting must be designed for 100 percent OSA operation and be completely factory assembled, piped, wired, tested and include as a *minimum* the following items:
 - a. ETL or UL label (to comply with local code enforcement requirements)
 - b. 100 percent OSA intake hood and birdscreen (recommend provide motorized OSA damper if winter design 32° F or below)
 - c. Belt drive to balance CFM at actual static pressure (SP)
 - d. Two inch 30 percent pleated filters
 - e. Minimum two independent cooling circuits for units up through nominal 25 tons, and four independent cooling circuits for 26 nominal tons and above (for capacity control and redundancy)
 - f. Interlaced or series cooling coils—not face or horizontal split (so that all air is conditioned, not half of it bypassed)
 - g. Hot gas bypass on lead refrigerant circuit (to protect against coil freeze-up and refrigerant slugging of compressors due to low suction pressure/temperature at low load conditions)
 - h. Hot gas reclaim circuit and controls for humidity control (provides free reheat to keep cooling circuit in operation without over cooling space. Using gas or electric reheat for this purpose is not acceptable due to additional energy operating costs). Note: Humidity control may not be necessary at locations with low design wet bulb/humidity ratio (approx. 80 grains/lb. or less) such as the arid Southwest or at high altitudes, however should be provided in those areas if there is a rainy season.
 - i. Adjustable compressor lock-out thermostats (to lock out compressors at ambient temperatures of approx. 60° F and 80° F for lead and lag compressor circuits respectively which saves operating compressors when not required at lower OSA temperatures and protects against low ambient head pressure problems)
 - j. For gas fired heating, provide stainless steel heat exchanger with 25-year non-prorated part warranty (standard aluminized steel is not acceptable and will not hold up under low ambient OSA conditions as will fail prematurely).



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- k. Minimum two-stage heating with discharge override thermostat (maintains minimum 55° F heating discharge air temperature if wall thermostat satisfied. Otherwise raw cold OSA may be introduced into corridor). If winter design temperature is below 32° F, recommend use four-stage control for better comfort conditions. For units nominal 26 tons and larger, provide four-stage control. Provide unit mounted W973 controller on four-stage units. Note the discharge override not required for four-stage control.
 - l. For electric heating, provide minimum four-stage control or maximum 10 kilowatt per stage (because electric heat is instantaneous with no residual heat as opposed to that retained in mass of gas fired heat exchanger).
 - m. Low discharge air temperature limit lock out for winter design below 32° F (to protect against discharging freezing air into corridors in event of gas or heat failure)
 - n. Heating/cooling interlock circuitry to prevent both heating and cooling from operating at same time
 - o. A copy of RUN TEST report shipped with each unit including unit wiring diagram in control panel door
 - p. Five year compressor parts warranty and 25-year heat exchanger part warranty *non-prorated* for 100 percent OSA application—*in writing*
 - q. Supply air smoke detector
 - r. Assembled and internally insulated acoustical curb/plenum, minimum 14" high for down discharge or 30" high (36" for nominal 26-ton units and above) for side discharge
 - s. Auto changeover thermostat with two stages (T874D) or two stages (T7067A) cooling/heating as required, auto-off subbase, dehumidistat and locking covers, for wall mounting in top floor corridor approximately two-thirds distance from discharge air to end of corridor (for flywheel effect). Mount 48" AFF.
- NOTE:** For 100 percent OSA application, discharge air temperature control is not recommended, especially with humidity control, due to resultant rapid cycling of compressors and heaters.
- t. Require submittal for unit to include complete descriptive, capacity, electrical and wiring data, including sequence of operation and control set-up procedures.

NOTE: This item is extremely important and often overlooked. Units not started properly run a far higher risk of component failures.



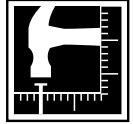
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5. The following additional options are recommended, depending on project circumstances and engineer's evaluation of project requirements:
 - a. Phase and brown out protection (to protect against mechanical failure of scroll compressors running in reverse in event of phase reversal or burnout at low voltage conditions)
 - b. Stainless steel drain pan (for increased longevity at normal usage and a must for sea coast locations)
 - c. Double wall cabinet construction
 - d. Coastal construction and phenolic coated condenser and evaporator coils
6. Energy Recovery Wheels, although recognized as an energy saver, are not normally recommended due to possibility that large percentage of guest room baths could be without exhaust ventilation in the event of heat wheel or exhaust fan failure. If energy recovery wheel devices are utilized, equipment must be provided as a complete unitary package. Field add-on devices requiring fabricated transitions and interconnecting power wiring are not acceptable.
7. Sample Control Set-up and Sequence of Operation

Set compressor lock-out thermostats to close first stage at 60° F and second stage at 80° F outside temperature. (If four-stage cooling, set lock-out at approximately 60° F, 70° F, 80° F and 90° F.) Install heating discharge override thermostat sensor through bottom of return air blank-off plate so it extends into discharge plenum and set to close first stage at 55° F. Set wall mounted thermostat at 75° F for heating and cooling. System switch in AUTO position and fan switch in ON position. Set dehumidistat at 50 percent. Set low limit temperature safety at 35° F. (Note above temperature settings are typical and can be field adjusted for specific job site conditions).

If wall mounted thermostat calls for cooling, compressor(s) will run and heating locked out whenever outside air is above setpoint. Hot gas bypass valve will maintain evaporator coil above icing condition, regardless of enthalpy of outside air. Compressor shut off thermostat(s) will lock out compressors below outside air setpoint temperatures indicated above. As temperature continues to drop, wall thermostat will energize heating stages as required. If room thermostat is satisfied, two-stage heating discharge ductstat will override wall stat whenever unit leaving air temperature falls below 55° F. If leaving air temperature falls below 35° F, unit will shut down on low limit safety, requiring manual reset at wall thermostat by moving system switch to "off" and then returning to "auto" position.

If the space cooling and heating functions are satisfied but humidity is not, the space dehumidistat will activate reheat by bringing on the first and second stage compressors with the first stage compressor reheat valve energized. Should the space temperature rise above the cooling setpoint, the Y1 call will de-energize the reheat and return the unit back to normal cooling and heating functions.



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8. Make-up-air units must be AAON, Inc. model RK/RM series or equivalent by Dec-tron, McQuay, Mammoth, Governair or as approved. For application and selection assistance, contact AAON national account representative for Hilton Hotels Corp. at phone number (901) 345-6100. See Hilton Suppliers Corner for Make-Up Air Manufacturer's Representative. *Only AAON units are allowed on Hometown prototype properties.*
9. Building air balance calculations must be provided to Hilton Hotels Corporation. Use the following [form](#) for this submittal.

BUILDING AIR BALANCE SUMMARY

DATE: _____

PROPOSED MAKE-UP UNIT:

Manufacturer: _____ Model #: _____

EXHAUST AIR QUANTITIES:

- A. Total Guest Room Bath Exhaust Air Quantities _____
- B. Total Corridor, Vending, Linen, Storage, Etc. Exhaust Air _____
- C. Total Lobby, Restaurant, Public Restroom Exhaust Air _____
- D. Total Kitchen Exhaust Air _____
- E. Total Meeting & Prefunction Exhaust Air _____
- F. Total Exercise Room Exhaust Air _____
- G. Total Office Area Exhaust Air _____
- H. Total Back of House Exhaust Air _____
 - (1) Service Corridors (2) Laundry (3) Pantry
 - (4) Employee Break Room/Lockers (5) Maintenance
 - (6) Storage
- I. Misc. _____

Total Exhaust Air CFM _____

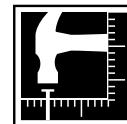
MAKE-UP AIR QUANTITIES & SOURCE:

- A. Total Guest Room Bath Make-up Air Quantities _____
 - (75% Diversity Permitted)*
- B. Total Corridor, Vending, Linen, Storage, Etc. Make-up Air _____
- C. Total Lobby, Restaurant, Public Restroom Make-up Air _____
- D. Total Kitchen Make-up Air _____
- E. Total Meeting & Prefunction Make-up Air _____
- F. Total Exercise Room Make-up Air _____
- G. Total Office Area Make-up Air _____
- H. Total Back of House Make-up Air _____
 - (1) Service Corridors (2) Laundry (3) Pantry
 - (4) Employee Break Room/Lockers (5) Maintenance
 - (6) Storage
- I. Misc. _____

Total Make-Up Air CFM _____

Exhaust air < make-up air = > Positive building pressurization
 Exhaust air > make-up air = > Building under negative pressure

* For individually switched fans only.



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303.00 Site

303.01 Utilities

- A. All utilities in the development must be provided underground. (If service locally is above ground, provisions must be made at the property line for underground service.)
- B. Transformers, mechanical units, gas/electric meters, sprinkler valves, etc., must be kept from public view by means of screen walls or substantial landscaping.
- C. Satellite dishes must be screened from view at the rear of the site or on top of the building.
- D. Hose bibs must be installed every 50 feet around the main building perimeter and at the dumpster enclosure.

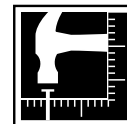
303.02 Landscaping

Landscaping is required in all areas of the site not covered by pavement or a building. The following criteria and the prototypical landscape guidelines must be used in determining the extent of landscaping:

- A. Approximately 15 percent of the gross area of the site is to be devoted to landscaping.
- B. Landscaping must be as comprehensive as possible, based on local climate. Special emphasis should be placed on landscaping at the front entrance and along primary drives.
- C. Special landscaping or fencing is required to screen off unsightly adjacent structures or activities such as gas meters, transformers, etc., without interfering with the equipment's operation or accessibility for maintenance.
 - 1. Fencing must be of quality wood or block materials with a decorative finish (stucco, paint, or stain) to coordinate with the main building.
 - 2. Chain link and barbwire type fencing is not permitted.
- D. All landscaped areas must be automatically irrigated, except those areas immediately adjacent to the exterior walls of the hotel.
- E. Landscape plans must be submitted to Hilton Hotels for approval.
- F. See [Standard 304.01](#) for planter requirements at hotel entry.

303.03 Exterior Sidewalks

- A. Exterior paved walks must be a minimum of 5'-0" (1.52m) wide and be of non-slip design and texture. Access panels and manholes are not permitted in walkways.
- B. Sidewalks must be exposed broom-finished concrete, sealed concrete or better. Painted concrete is not permitted.
- C. Covered walkways are required between buildings.



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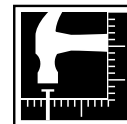
303.04 Exterior Railings

Exterior railings such as at steps, ramps, landings and retaining walls must conform to local and state codes and must be fabricated from Duracron 600™ electrostatically finished aluminum or painted steel. (See [pool rail requirement 308.02](#) for specific requirements.)

303.05 Parking Areas

- A. The parking area must accommodate one space for each guest room, including handicap parking spaces.
- B. The minimum width of parking spaces is to be 9'-0" (2.74m) from centerline to centerline of car space lines.
- C. The minimum length of parking spaces from curb to drive line is to be 18'-0" (5.49m).
- D. Where permitted by local code, smaller parking spaces may be provided for compact automobiles. Size and percentage must be approved by Hilton Hotels.
- E. The driveway minimum width is to be 22'-0" (6.71m).
- F. Parking and drive areas must be concrete or asphalt with continuous concrete curbing provided for both interior and exterior perimeters. Turned down sidewalk slab edges are permitted on interior perimeters within 5'-0" (1.52m) wide sidewalks if landscape areas are provided.
- G. The area under the canopy must be a decorative non-slip surface such as brick, stone or tile pavers. Imprinted concrete similar to Bomanite is allowed. (Minimum width to be 24'-0".) This area must be flush with the walkway which leads to the main entrance so that a ramp is not needed.
- H. The paved area in front of the dumpster must be concrete and be 20'-0" in length by the width of the dumpster enclosure opening.
- I. Handicap accessible parking spaces, associated ramps, signage and access must be as required by the ADA and local code jurisdictions. These parking spaces are to be marked with the international wheelchair symbol.

Signage on posts and handicap logos on pavement are required. A ramp for access to the main entrance is also required.
- J. Dead-end parking drive areas are not permitted.
- K. The parking area must be adequately illuminated. All parking areas must have a minimum lighting level of two foot-candles at the darkest spot. Exterior lighting at hotel entrance doors must be a minimum of five foot-candles. Light fixtures must be pole mounted. Building, wall or parapet mounted lights are not permitted.
- L. "Guest Parking, User Assumes All Risks" signage must be prominently displayed in the parking lot. (Refer to [Rule 108.16](#) and [Standard 405.15](#).)



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303.06 Parking Garage/Covered Parking

Requirements for surface parking apply except as modified below.

- A. In multi-level garages, an elevator(s) is required. The garage elevator must provide access only to the registration area. It may not access the guest room floors or other guest areas.
- B. Where multi-level garages are provided, exit stairwells must meet the same requirements as for the main hotel.
- C. A complete fire sprinkler system is required. A dry pipe system is required where the potential for freezing exists.
- D. A fire alarm system is required with pull stations at all exit doors. Other devices must be provided to comply with NFPA codes.
- E. Ventilation systems in enclosed garages must be provided in accordance with applicable building codes.
- F. Provide heat/smoke detectors connected to fire alarm system.
- G. All conduit, piping, ductwork, etc. must be concealed with soffits, which are appropriate for the climate. Suspended acoustical tile ceilings are not recommended.
- H. Lighting levels must be at least five to ten foot-candles in the parking bays, and two to five foot-candles in the traffic lanes, except at the entrance which should be ten foot-candles minimum.
- I. Light fixtures must be suitable for outdoor installation. Wrap-around type fluorescent fixtures are not permitted. High-pressure sodium or metal halide fixtures are recommended. "Bare bulb" type utilitarian fixtures are not permitted. Fixtures must be located out of drive lanes.

303.07 Flagpoles/Flags

Hotels are required to properly display their national flag outside the hotel. Only the national, state, brand and Olympic flags are permitted.

- A. One 30'-0" bronze finish flagpole is required for the national flag. Optionally, one 35 foot pole for the national flag and two 25 foot poles, one for the state and one for the brand flag and Olympic flag, may be used. When multiple poles are used, they must be spaced so that each flag cannot wrap itself around another pole. Finish of poles to coordinate with exterior materials and color schemes.
- B. Ground-mounted floodlights must be provided for all flagpoles. For hotels approved after January 1, 1997, the flags must be illuminated with ground-mounted lights from dusk until dawn.
- C. All flags must be a minimum of 4' x 6' in size. When the state flag, brand flag and/or Olympic flag are displayed with the national flag, the national flag must be increased in size to 5' x 8'.

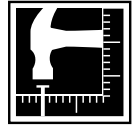


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- D. U.S. hotels must fly the Olympic Flag through the 2012 Summer Olympics. Olympic flags may be obtained from Flag Source by visiting www.hotelflags.com. For access, use the password: 7HILTON55.

303.08 Exterior Lighting/Electrical

- A. All hotels must have uplighting installed at the base of every false column around the perimeter of the building. Column lights must be ground mounted with a concrete mounting pad. The lights may not be mounted on the column or any other part of the building. Fixtures should be aligned vertically and aimed at the centerline of each column. Light must be thrown the entire height of the column. The uplights must be controlled by a photoelectric cell or time clock calibrated to provide illumination from dusk to dawn. Each fixture must be mounted on 1/2" rigid conduit. Circuiting must be per the National Electrical Code and/or local code governing. The control system must switch all lights on and off simultaneously. All weatherproof junction boxes, conduit and inter-connecting wiring accessories must be painted dark bronze to match the finish of the fixture.
- B. All exterior outlets must be waterproofed and GFI protected.



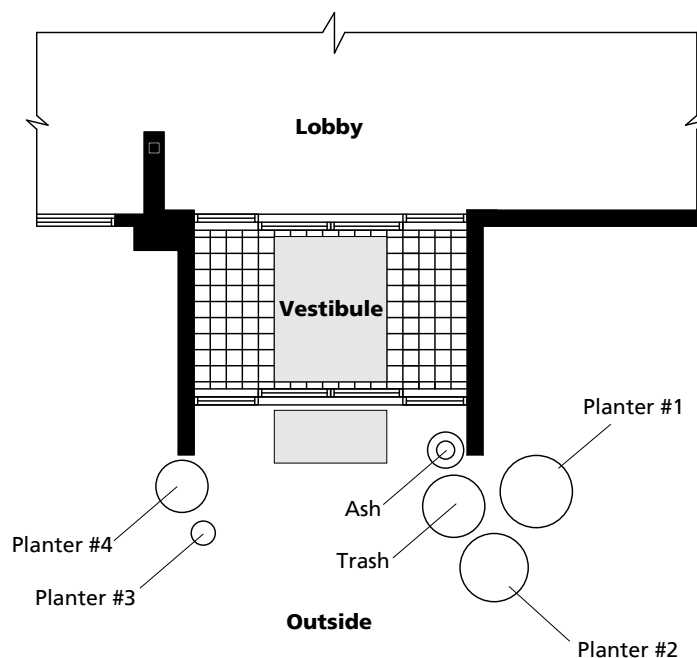
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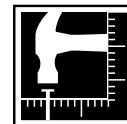
304.00 Lobby Area

304.01 Canopy

- A. The width of the drive is to be at least 24'-0".
- B. Access to the canopy area is to be clear of obstructions. Complete elevations of the entrance canopy are to be included in the final plans. Canopy clearance must be posted on the entrance canopy's finished structure and must not be less than 12'-6" (3.81m).
- C. See [Standard 303.05](#) for paver requirement under canopy.
- D. Provide soffit venting to avoid moisture/condensation problems.
- E. Minimum lighting level under the canopy must be ten foot-candles achieved with recessed fixtures.
- F. Distributed audio (background music) is required under the canopy. See [Standard 614.00 in Distributed Audio Standards](#) in the Information Technology section.
- G. Entry Way Planters (MIH)

Landscaping is required under the canopy, adjacent to the entrance door. A minimum of four large planters, as manufactured by Benchmark, of varying heights and colors must be provided. Planting must be pristinely maintained at all times, in accordance with the *greenthumb, hampton planting guide*. Planter gardens must have live plants and may not be accented with any additional decorations. Two seasonal rotations are required, spring/summer and fall/winter. Consult the *greenthumb, hampton planting guide* for required plant specifications. (OnQ Insider > Hampton > Product and Service > Make It Hampton > Green Thumb)





Building and Furnishing

1. Planter #1 to be Loomis #5028-34, Featherstone, 34"w x 28"h of PD-25 of Cinnamon color.
2. Planter #2 to be Fairfield #5010-36, Featherstone, 36"w x 14"h of PD-17 Paprika.
3. Planter #3 to be Leland #5031-12, Featherstone, 12"w x 20"h of Color #2644.
4. Planter #4 to be Hudson #5003-26, Featherstone, 26"w x 27"h of PD-17 Paprika.

All planting containers to have drain holes in the bottom and a matching tray to control drainage. Brand recommends utilizing the sub-irrigation system highlighted in the *green thumb planting guide*.

H. Ash and Trash Receptacles (MIH)

Decorative ash and trash receptacles which meet the following specifications are required at the front entrance next to the landscape planters. No other trash or ash receptacles, floor or wall mount, are permitted within the canopy/vestibule entry area.

1. The ash receptacle is to be a floor mounted smokers post, model #4403BK by Glaro.
2. The trash receptacle is to be Fiberstone, 31"w x 32"h of PD-17 Paprika color as manufactured by Benchmark. A metal liner is required inside the receptacle.

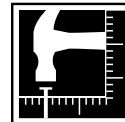
304.02 Lobby

A. Vestibule Décor (MIH)

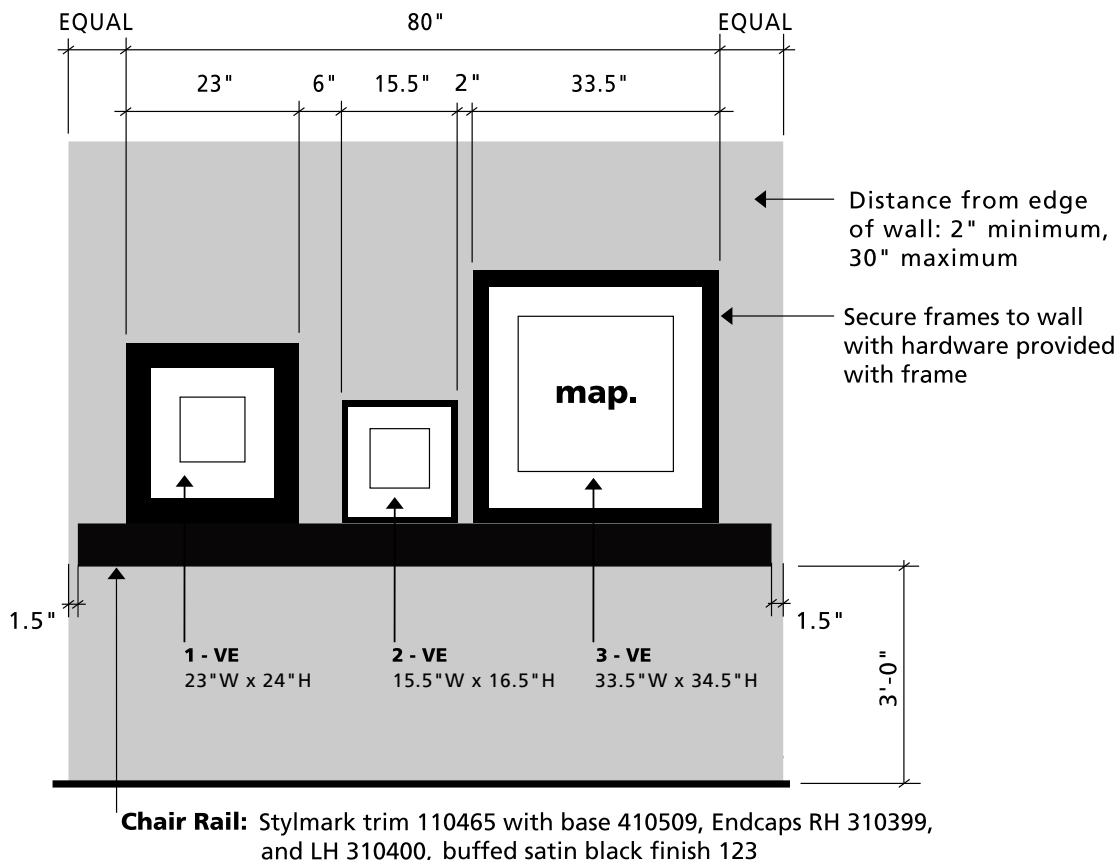
The following items must be provided on the wall inside the main vestibule:

1. The following items must be provided on the wall inside the main vestibule:

Vinyl wallcovering, as manufactured by Eykon Wallcovering (approved color options are listed below), is required on all walls inside the main vestibule. The color of the wallcovering must be the same as the wallcovering behind the front desk. A chair rail and art must be provided on one wall along the main path of entry. If the primary path wall contains a fire panel and/or door that limits its use, the opposite wall may be utilized instead. Any doors and door frames located in this area (not including the storefront or main entry doors) must be painted to match the wallcovering with two coats of gloss paint. Luggage carts may be stored against the wall opposite the chair rail, but no other machines, collateral racks, photos, plaques, awards, etc., are permitted in the vestibule area.

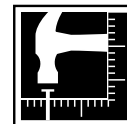


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Model #	Color*
HP-17	Toast
HP-22	Palmetto
HP-23	Grove
HP-25	Ocean
HP-30	French Blue
HP-32	Brushed Navy
HP-33	Raisin
HP-37	Wicker
HP-38	Thai Copper
HP-39	Cedar
HP-40	Geranium
HP-41	Walnut

* The wallcovering color should be selected not only to complement lobby/vestibule finishes, but also to attract attention, so it should offer some contrast.

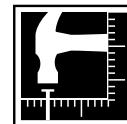


Building and Furnishing

2. The chair rail must be Stylmark trim #110465 with base #410509, with endcaps: RH #310399 and LH #310400 and a buffed satin black finish #123. Length of chair rail must be entire length of the wall (only the main portion of the wall if a door is located on the wall) less 1½" at each end to allow proper clearance for installation. Rail to be mounted 3'-0" AFF to the *bottom* of the rail.
3. A minimum of three framed art pieces must be provided, resting on the chair rail unless space prohibits. The map of the local area takes precedence over all other photos.
 - a. Finished frame sizes must be 36"w x 37"h (map of the local area), 16"w x 17"h and 18"w x 19"h. Any additional art must vary in size.
 - b. The frames must be secured to the wall with T-shaped security hangers. *The frames must sit on top of the chair rail regardless.*
 - c. The frames must be a matte black finish in an approved profile with 1/8" thick, clear glass. The matte board must be Queen City Paper, QCP0011 Cool White, with straight edge. The backing is to be drymounted on 3/16" foam core.
 - d. Photos must be chosen from the Hampton Brand Approved Image Library and must encompass the feeling/perception of the local area or city.

B. Finishes

1. A decorative porcelain or ceramic tile floor is required in high soil and traffic areas such as the breakfast serving area and at all primary and secondary entrances. Floor tile must meet the requirements as specified in [Standard 302.03](#). See [Standard 304.05](#) for specifics on floor tile for the pantry (complimentary area).
2. A combination of carpeted areas or area rugs with wood look hard surface flooring areas are required in all other public areas such as the dining area where shown on the prototype drawings. Acceptable wood look flooring includes engineered wood flooring, vinyl tile, laminate flooring, and porcelain tile. The wood look flooring must meet the requirements as specified in [Standard 302.03](#). Carpet is required behind the registration desk. There must be either a carpet inset or area rug in front of the reception desk to create the look of an area rug.
3. A stained wood base which matches all other wood finishes in the lobby is required in the lobby area and behind the registration desk at all carpeted wood floor areas. Tile base or wood base may be used at tiled areas. The base is to be nominal 1" x 6" (¾" x 5½").
4. The wall finish is to be decorative Type II vinyl wallcovering, 20 oz. per linear yard minimum, Class A.

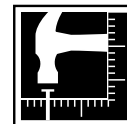


Building and Furnishing

5. The minimum ceiling height in the Hampton Inn lobby/breakfast area is to be 9'-0" (2.75m). The minimum lobby/breakfast area ceiling height in the Hampton Inn & Suites must be 15'-0".
 - a. When the 15 foot ceiling is utilized, the height of the walls must be broken by the addition of a full perimeter wood trim, mounted 10'-0" AFF minimum. Coordinate trim with windows and second floor. Walls must be vinyl wallcovering below the trim but may be painted above.
 - b. Alcoves are allowed in lobbies with high ceilings. Recessed can lights are required in lobby alcoves with high ceilings. Electrical outlets are optional. As an alternative, the lobby may be open to the second floor corridor if allowed by local code.

C. Doors/Windows

1. Aluminum and glass automatic entrance doors are required. Automatic doors must be center bi-parting with approximately a 6'-0" opening and the depth of the vestibule must be 10'-0". 12'-0" is recommended. Finish for the aluminum entrance work must have a painted, not anodized, finish and match the color specified for the windows. Automatic doors must have a breakaway feature.
2. Entry Door Graphics (MIH)
Main entrance vestibule doors are required to have graphics installed on both sets of doors and any sidelights. Hotels without vestibules must have installed as a minimum the "hello" and corresponding set of graphics on the doors and any sidelights.
3. Night check-in windows are not permitted. An intercom or house phone is required in the vestibule so guests can notify the front desk employees of their arrival during night hours. The intercom or house phone should be located so that the guests are easily seen by the front desk employees. A security camera may be provided in the vestibule if desired. A switch located at the front desk is required to activate the automatic door. A card reader is also required at the main entrance vestibule.
4. Windows must be double glazed in painted frames. Frames for window units for hotels located in areas within ASHRAE winter design temperature below 32°F (0°C) must be thermally broken. Colors must be as noted in [Standard 302.02](#).
5. Window treatment must be provided at all lobby windows. Transom type windows must have wood blinds as a minimum.
6. Sliding doors with no floor track are required at the breakfast serving area to close it off when it is not in use. Doors must be stained wood with full panel glass with an approved frosted glass Hampton pattern (www.harlangraphics.com online ordering for access to Hampton graphics). When sliders are not feasible due to existing conditions, alternative door styles may be submitted to Hilton Hotels Corporation for approval.



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D. Furnishings

All furniture is to reflect residential character and be of contract quality. Refer to prototypical drawings for recommended location, number and groupings of individual pieces.

Each hotel must have furnishings in the lobby including, but not limited to:

1. Welcome Mat (MIH)

Walk off mats are required at the front entrance inside the vestibule. They are also required at all secondary exterior doors if mats are used. "Welcome" mats are required at each entrance. They are to be placed inside single door entries unless there is a covered area on the exterior in which case they must be placed outside. "We love having you here" mats are to be placed inside the main vestibule. The mats are to be rotated with wording on the left upon entry. Mats are to be manufactured by Mountville Mills. The mats are to be premium dye injected, nylon mats with non-skid rubber backing. They are to withstand laundering and carry a three-year warranty.

In-laid welcome mats with "We love having you here" are acceptable. Contact the MIH Help Line at 866-MIH-HOW2 for more information and approved suppliers.

2. Seating

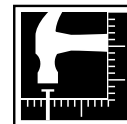
Seating must be composed of three types of seating zones: the community table, soft seating, and traditional dining seating. The community table should seat a minimum of 10 guests (the Hometown prototype minimum requirement is six seats). Soft seating should make up approximately 35% of the total seat count and the other 35% should be composed of traditional dining seating. A minimum of two to five percent of the total seating must be handicap accessible. Certain markets, such as resort areas or airport locations, may be required to provide additional seating.

In a Hampton Inn, seating must accommodate the number of persons equal to 30 percent of the guest rooms/suites. But in no case must less than 30 seats be provided except in the Hometown prototype, in which case the minimum number of seats must be as shown in the prototype drawings.

Hampton Inn & Suites properties must have enough seating to accommodate 35 to 40 percent of the guest rooms/suites.

Each hotel must provide seating as described:

- a. Soft seating areas with sofas and a mix of lounge chairs, dining chairs, and ottomans along with tea height (27") dining tables and floor lamps. Sofas should have a seat height of 18".

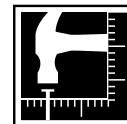


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- b. Dining tables with tops of solid wood, stone or high-pressure laminate with wood edge (1 $\frac{1}{4}$ " thick and 24" x 30" for a two-top table and 30" x 30" for a four-top) and commercial grade bases which provide sturdy support. If stone tops are used, they must have water and stain resistant penetrating sealer finish. Tea height tabletop requirements are the same as those for dining tables. They must be 24" x 30" two-top size.
- c. Wood framed dining chairs with upholstered seats (minimum overall seat size: 18"w x 18"d) without arms. Upholstered backs are recommended. Recommend additional chair style with added height of back to break up dining seating. Lounge chairs should have upholstered seats, minimum of 18" seat height, and upholstered backs. If the chair has arms, the arm must clear the tea height tabletop so that chairs can be pushed under the table. Ottomans must have an upholstered seat and be a minimum of 18"w x 18"d x 18"h. Barstools (minimum overall seat size: 18"w x 18"d) must be used at the community table.

Upholstered seats and backs are recommended. Recommend using two different upholstery fabrics to help break up the barstool seating. Footrests should have metal caps to prevent wear and tear. Be sure to coordinate seat height of barstool with the apron height of the Community Table to allow for adequate leg clearance.

- d. Community table length should comfortably accommodate 5 guests per side at minimum. Minimum 36"w x 42" h. Table should have four to six power and data outlets built in. The outlets should be plug-in type grommets, not hard-wired unless required by local code. If power grommets are located directly in the tip, they must be UL listed and meet UL spill test requirements. All power cords must be concealed. Tops must be solid surface material, quartz, natural granite with water and stain resistant sealer, high-pressure laminate with wood edge or wood with protective polyurethane finish. Tile or cultured marble tops are not acceptable. A large-scale decorative element, such as a bowl of fruit or a series of three to five decorative elements such as hurricane style candleholders, must be placed on the center of the Community Table.
3. Serving counters for the breakfast area in relation to style, length and layout are to be provided as shown on the prototype drawings. (See [Standard 304.05, Pantry \(Complimentary Area\)](#), for specifics.)
 4. If plants are used, they must be well-maintained live plants.
 5. The Coffee Serving Table is to be located in an area which is accessible to guests at all times, not within the Breakfast Serving Area. Size to be a minimum of 30" d x 34"h x 66"l. The top must be a solid surface material, quartz, natural granite with water and stain resistant sealer, high-pressure laminate with wood edge, or wood with protective polyurethane finish. Tile or cultured marble tops are not acceptable. Below the top a shelf must be provided to hold a 4" high stack of newspapers.



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6. When located in front of a wall, the Coffee Cup Framed Artwork must be used. These three frames should be installed in a horizontal row on the wall behind the coffee serving table. They should be spaced closely and hang together as one artwork installation. When installed these replace the current coffee zone sign. (See [Standard 300.02 Make It Hampton](#))

7. Provide library shelves composed of three to five free floating wood shelves arranged as an asymmetrical composition and providing a ledge to display black and white framed photographs, accessories, and a flat panel television.

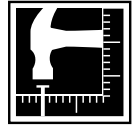
8. Television

A minimum 42" commercial grade flat panel television with remote control is required and must be easily viewable from the seating area.

The lobby television should meet the following specifications:

- a. Minimum 42" widescreen (16:9) LCD screen, high definition display capable of receiving 1080i signal (60Hz), ATSC Digital Tuner built-in.
- b. Televisions should be set with closed caption as default.
- c. The remote control must be accessible to guests at all times.
- d. The power and cable outlets and cords must be concealed from view behind the television.
- e. TV must not be mounted on any wall that shares a common wall with a guest room.

9. Black and white framed art should appear to be sitting on the library shelves leaning against the wall. A minimum of three different sized framed pieces must be used. At least one of the three pieces must be the large frame LB43 (28" x 43"), LB50 (33.5" x 50"), or LB68 (48.5" x 68.5"). The images for these frames may be chosen from any of the Lobby Area Image Banks as well as the public space (PS) image bank. The other frame sizes are LB18 (17.5" x 18.5"), LB24 (23" x 24"), and LB36 (33.5" x 34.5"). Choose images for these from the Lobby Area Image Banks LB18, LB24, and LB 36 accordingly. All images should be representative of the property's local flair or culture.
10. Accessories must be provided at the Community Table and library shelves. One battery powered or rechargeable candle must be lit on each tabletop from 5pm - 5am at both the soft seating and dining seating tables.



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11. Breakfast Information Graphics

Previously these graphics existed in the breakfast newspaper kiosk. If your property has an existing newspaper kiosk, remove the newspaper kiosk and retain only the top "on the house" breakfast panel and the bottom breakfast hours panel. These two panels are reusable and slip into new frames that mount in a vertical column directly to the wall adjacent to the breakfast serving area. If there is no wall directly adjacent or if other conditions prohibit this placement, the property must identify a wall for these that will best signal to guests the breakfast offering. New construction hotels will receive these panels as part of the Make It Hampton pieces.

E. Lighting

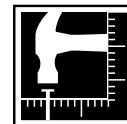
1. The minimum light levels must be ten foot-candles in the lobby and 30 foot-candles at the registration desk surface.
2. Decorative fixtures or pendants on dimmers are required over the Community Table. It is recommended that there are either two large scale, 36" diameter or larger, pendants or a series of five to seven smaller pendant fixtures, 6" diameter to 15" diameter. Bottom of the fixtures should be no lower than 6'-0". If decorative fixtures or pendants are not feasible due to a low ceiling height, 7'-0" or less, incorporate table lamps into the design of the Community Table. These lights should be dimmable, plug in and not be hardwired. All cords must be concealed. Coordinate height of lobby ceiling with fixture selection. High ceilings may require a larger fixture for proper scale within the space if pendants are used. Fixtures at these high ceilings must be a minimum of 36" in diameter and must be submitted for Hilton Hotels Corporations approval.
3. Accent lighting such as wall washers or adjustable downlights must be incorporated to highlight the library shelves. These must be on dimmers. All public areas must be lit with warm white lamps.
4. Lighting at soft seating areas should be a combination of spill light from floor and/or table lamps.

F. Distributed audio (background music) is required in the lobby. See [Standard 614.00 Distributed Audio Standards](#), in the Information Technology section.

G. Fireplaces

Fireplaces in lobbies will only be allowed when the market warrants. They must meet the following requirements:

1. Gas fired units must be metal, pre-fabricated and UL/AGA approved. Metal flues must extend above the roof or be direct vent.
2. Ventless units are allowed when necessary, but must be submitted for approval.
3. Fireplaces are to be enclosed, inaccessible to guests and cool to touch when in operation.
4. Carbon monoxide detectors are required.



Building and Furnishing

304.03 Registration Area

A. Registration Desk

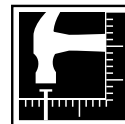
1. The registration countertop (customer counter) must be a solid surface material equal to Corian® or Gibraltar by Wilsonart. Natural stone slabs such as granite or marble are acceptable. Neither stone tiles nor cultured marble are acceptable. The front side of the desk must be stained wood. The employee side of the desk may be plastic laminate. It should be designed to give the appearance of a piece of furniture. Computer monitors should not be seen above the top of the guest side of the desk.
2. The registration desk must have a lowered section for use by guests in wheelchairs as required by the ADA. These minimum standards must not supersede state, local or ADA requirements that are more stringent.
3. The desk must be freestanding on all new construction and/or renovations. Refer to Prototype drawings for front desk layout and workstation modules with registration desk equipment. See the Chief Engineer's Guide for specifics on all OnQ equipment.
4. Each individual workstation shall have two quad outlets and one duplex outlet above. Each must be dedicated and isolated ground, 20A. One phone dedicated and one data port shall be provided above the counter with two data below. See prototype drawing for details.
5. Registration Desk Kiosk (MIH)

A welcome lamp, model #1273-Black as manufactured by Trinity Lighting, must be provided on top of the front desk. The lamp must be located on the left side of the desk when facing the desk, if during entry to the hotel, the front desk is on the right. If the desk is on the left, the lamp must be on the right unless existing conditions warrant review by Hilton Hotels Corporation. The lamp must be held off side walls 18"-24" to allow full display of items.

The lamp must contain two removable trays for displaying Hampton's On the Run Breakfast Bags and four front pockets for directories and brochures as well as one banner rod for signage.

6. Registration Desk Guarantee Pad (MIH)

A Guarantee Pad, 8" x 10" acid-etched zinc panel with peel and stick adhesive back as manufactured by Dixie Graphics, must be provided on top of the registration desk on the guest side in front of each workstation. The plaque must be secured to the countertop with adhesive provided. The plaque should not be permanently adhered with liquid nails or any other application as it may need to be removed in the future and may damage the countertop.

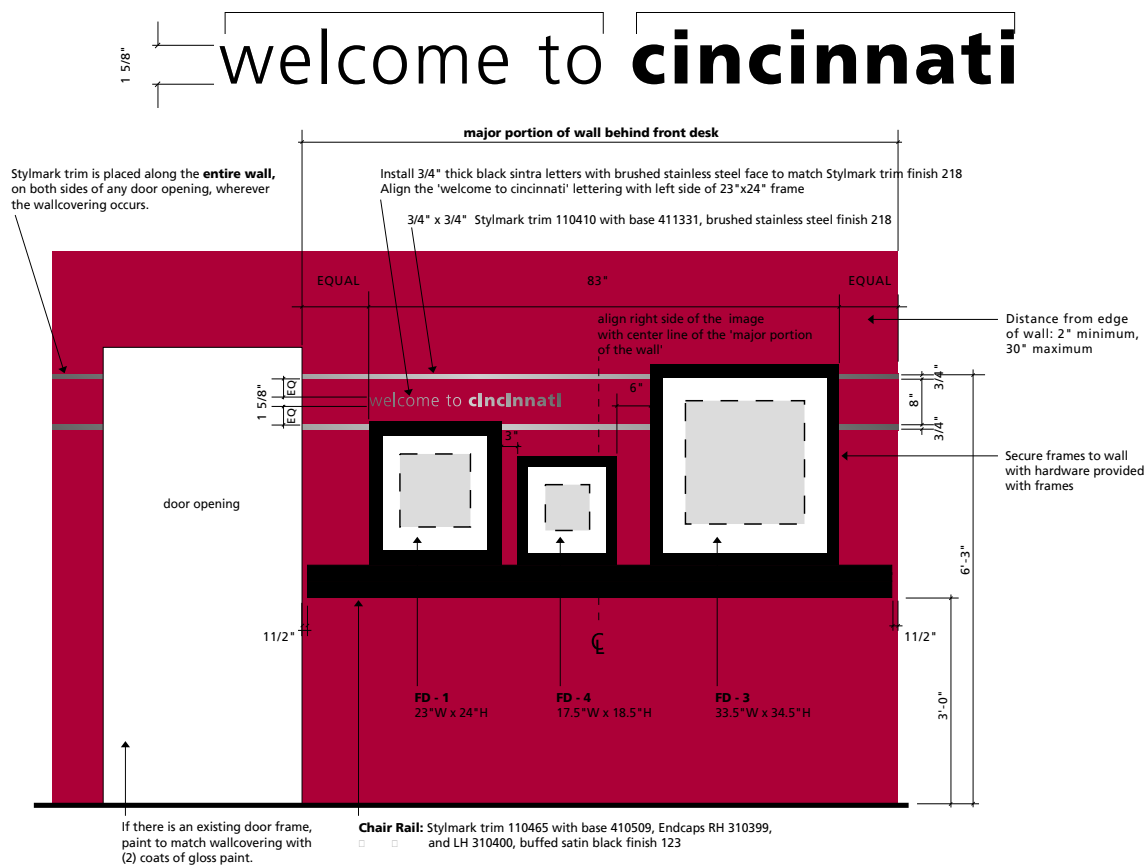


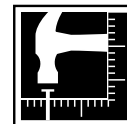
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B. Registration Desk Décor (MIH)

The following items must be provided on the wall behind the front desk:

1. Vinyl wallcovering, as manufactured by Eykon Wallcovering (approved color options are listed below), is required on the wall directly behind the registration desk. A chair rail and art must be provided on the same wall. Any doors and door frames located on this wall must be painted to match the wallcovering with two coats of gloss paint. No other artwork, plaques, awards, light switches, panels, etc., are permitted on this wall. Any wing walls or offset walls beyond the immediate back wall of the registration desk must also receive the same wallcovering to give the appearance of a full back wall rather than a partial one.



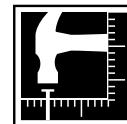


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Model #	Color*
HP-17	Toast
HP-22	Palmetto
HP-23	Grove
HP-25	Ocean
HP-30	French Blue
HP-32	Brushed Navy
HP-33	Raisin
HP-37	Wicker
HP-38	Thai Copper
HP-39	Cedar
HP-40	Geranium
HP-41	Walnut

* The wallcovering color should be selected to complement lobby furnishes but also to draw attention, therefore have differentiation enough to warrant it as an accent wall.

2. The chair rail must be Stylmark trim #110465 with base #410509, with endcaps: RH #310399 and LH #310400 and a buffed satin black finish #123. Length of chair rail must be entire length of the wall (only the main portion of the wall if a door is located on the wall) less 1½" at each end to allow proper clearance for installation. Rail to be mounted 3'-0" AFF to the *bottom* of the rail.
3. A minimum of three framed art pieces must be provided, resting on the chair rail.
 - a. Finished frame sizes must be 34"w x 35"h, 24"w x 25"h and 18"w x 19"h. Any additional art must vary in size.
 - b. The frames must be secured to the wall with security hangers. *The frames must sit on top of the chair rail regardless.* Recommend installation of art prior to installation of chair rail for easier access to security hangers.
 - c. The frames must be a matte black finish in an approved profile with 1/8" thick, clear glass. The matte board must be Queen City Paper, QCP0011 Cool White, with straight edge. The backing is to be dry mounted on 3/16" foam core.
 - d. Photos must be chosen from the Hampton Brand Approved Image Library and must encompass the feeling/perception of the local area or city.



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4. The registration wall must have "welcome to [city]" signage (including horizontal trim pieces). Lettering is to be 3/4" thick black sintra letters with brushed stainless steel face to match Stylmark trim finish #218. Lettering must be Frutiger font, 230 point, tracking 50. 'Welcome to' must be size 45 light and '[city]' 75 black. Lettering must be left justified aligning with the left side of furthestmost left frame once mounted. Horizontal trim to be 3/4" x 3/4" Stylmark trim #110410 with base #411331 and a brushed stainless steel finish #218. Trim is to run entire length of wall (except not on any doors or door frames nor behind any art). Trim is not required on any wing walls or offset walls beyond the immediate back wall of the registration desk.

C. Safe Deposit Boxes

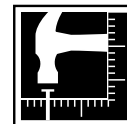
Safe deposit boxes must be provided in the work area located behind the registration desk or within the registration desk (employee side) if there is ample space and hidden. Provide a minimum of one box for every 10 guest rooms.

304.04 Telephones/Internet Access

- A. There must be a minimum of one telephone that has local, credit card and 800 number access. There must be a house telephone with these dialing features available. An additional house telephone is required in or near the lobby. All phones must be restricted from dialing guest rooms.
- B. Signage must be in place designating local, credit card and 800 number dialing instructions. The signage must be professional and match existing interior signage. Verbiage should include:
For local calls, dial X + number
For credit card and 800 numbers, dial X + number
- C. Handicap accessibility is required at each type of telephone. A permanent or portable TDD must be available. An outlet must be provided along with appropriate signage.
- D. Wireless high-speed Internet access must be provided in the lobby and wireless in a minimum of one meeting room (if applicable). Additional meeting rooms must have either wired or wireless HSIA. The executive center (if applicable) is optional but will typically be covered under the wireless area of the lobby. See [Standard 613.00](#) for specific requirements.

304.05 Pantry (Complimentary Area)/Breakfast Serving Area

- A. Provide a pantry directly adjacent to the lobby as shown on the prototype drawings for the complimentary breakfast area.
- B. Pantry Finishes
The floor finish must be decorative tile floor in two alternating colors in a checkered pattern with wood or tile base. At a minimum the floor must have a subdued contrast checkerboard pattern. See [Standard 302.03A2](#) for specifics.



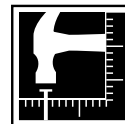
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- C. The wall finish is to be decorative Type II vinyl, 20 oz. per linear yard wallcovering. Any walls between the base cabinet and existing wall cabinet are to receive decorative ceramic tile.
- D. Provide base cabinets, including islands, to the extent shown in the prototype drawings.
 - 1. Detailing of the cabinets should make them appear to be a freestanding piece of furniture rather than a built in unit. They should have a recessed kick plate to prevent food or other items from going underneath the cabinets. Cabinet finish must be stained wood. The countertop must be solid surface material such as Gibraltar by Wilsonart or natural granite. Plastic laminate is not allowed for either surface. Samples must be submitted to Hilton Hotels Corporation for approval.
 - 2. Minimum base counter length to be 20 feet, with 24 feet as optimum. This does not include the coffee area. Counter depth must be 30" minimum on new construction or any renovations. Counter should be broken into five food serving sections: fresh (three to six feet in length); hot, baked and cold (each five to six feet); and juice (two feet). Baked and hot areas should remain together unless an island is provided, then only hot is located on the island if/when electrical is provided. Juice should be in an inconspicuous location. Coffee is to be located outside the main serving area, if possible, for easy all day access by guests.
 - 3. Upper cabinets are not allowed on new construction. Existing properties must coordinate required equipment clearances and provide proper screening of under-cabinet lighting from adjacent sitting areas.
- E. Provide convenience outlets above the base cabinets, including electrical for the juice machine, chafing dish, microwave (if provided) and toaster. A water inlet is also required for the juice machine. See specific requirements for equipment below. An electrical outlet must be provided within the island (where applicable) on new construction projects with grommets provided for power cord access.
- F. Pantry serving area equipment:
 - 1. Microwave (NOT REQUIRED)

A microwave is not required but if provided, must be a commercial unit, minimum 700 watts, with a white or stainless steel finish with preset and calibrated time cook controls. It must be located within the hot and/or baked areas.
 - 2. Pop-up Toaster (REQUIRED)

A minimum of one four-slice toaster is required for hotels with 100 or fewer rooms must be in the breakfast area. For hotels with more than 100 rooms, a minimum of two toasters or one four-slice toaster must be provided. Unit must be NSF and UL approved.

A conveyor toaster may be used. See OnQ Insider > Hampton > *Make It Hampton Product Reorder Catalog* for suppliers.



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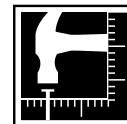
3. Juice Dispenser (REQUIRED)

Cornlius Quest 2 Juice Dispenser (option #1)

External Dimensions	Base Equipment Footprint: 10.4" w X 24.3" d		
	Base Equipment Height: 29.3" h		
Minimum Clearance Requirements	Recommended clearance 4" in the back and 8" at the top		
Equipment Weight	96 lbs. empty; 136 lbs. full		
Installation Electrical Requirement	115V, 60Hz, 15 amp NEMA 5-15		
Installation Plumbing and Waste Requirements	3/8" SAE male flare on dispenser... 20 – 100 psi		
Ventilation Requirements	None		
Other Installation Requirements and Issues	None		



Vitality Express Beverage System Juice Dispenser (option #2)

External Dimensions	Base Equipment Footprint: 9.0" w X 24.3" d		
	Base Equipment Height: 29.3" h		
Minimum Clearance Requirements	3" – Back, 2" – Both sides, 2" – Top		
Equipment Weight	115 lbs		
Installation Electrical Requirement	115V, 60Hz, 15 amp NEMA 5-15		
Installation Plumbing and Waste Requirements	Water inlets 3/8" male flare ... 30 – 100 psi "		
Ventilation Requirements	See clearance requirements		
Other Installation Requirements and Issues	None		



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4. Chafing Dish (REQUIRED)

Spring #K2509-6 Chafing Dish			
External Dimensions	Base Equipment Footprint: 26"w X 18 ⁷ / ₈ "d		
	Base Equipment Height: 15 ³ / ₄ "h		
Minimum Clearance Requirements	None		
Equipment Weight	Chafer - 45 lbs, Heating Element – 3lbs (will be contained in one box)		
Installation Electrical Requirements	Separate, dedicated 120 V, 600 W (for Spring #9509 heating element) 5.5 amp NEMA 5-15		
Installation Plumbing and Waste Requirements	None		
Ventilation Requirements	None		
Other Installation Requirements and Issues	None		

5. If the local health department requires a refrigerator for milk or other items being displayed at breakfast, a unit equal to Summit #SCR600 undercounter refrigerator must be used. This unit is only to be used when required by the local health department.

G. Artwork is required on all walls with no upper cabinets (MIH).

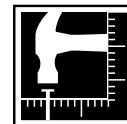
1. Two to a maximum of four framed art pieces must be provided within the breakfast area unless existing conditions warrant review by Hilton Hotels Corporation. Photos must be hung over the corresponding area: fresh, hot, baked or cold. For example, a milk bottle image should be located over the cold zone. This artwork may not be placed elsewhere within the hotel.
2. Finished frames must be in the approved profile and 33.5"w x 34.5"h unless existing conditions warrant review of the size by Hilton Hotels Corporation.
3. The frames must be secured to the wall with T-shaped security hangers.
4. The frames must be a matte black finish in an approved profile with 1/8" thick, clear glass. The matte board must be Queen City Paper, QCP0011 Cool White, with straight edge. The backing is to be drymounted on 3/16" foam core.

- H. Fifty foot-candles of illumination must be provided at counter height. When ceiling height allows, (8'-0" or higher) incorporate decorative fixtures or pendants on dimmers. All lighting within the Breakfast Serving Area must be dimmable.



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- I. Two decorative trash cans should be conveniently located in the breakfast area. Receptacles are to be made of a finished metal that complements the décor.
- J. Distributed audio (background music) is required in the complimentary breakfast area. See [Standard 614.00 in Distributed Audio Standards](#) in the Information Technology section.

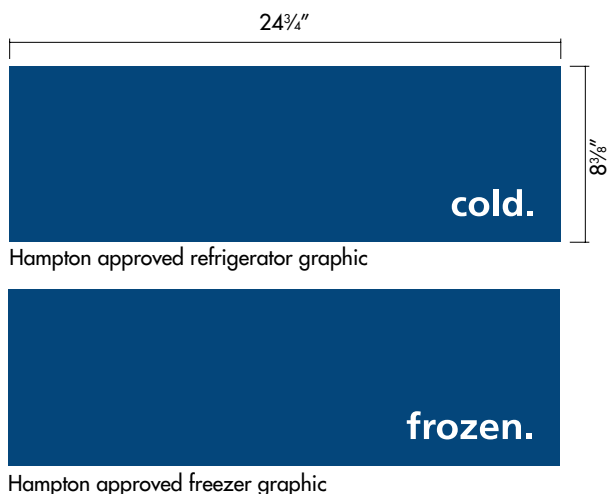


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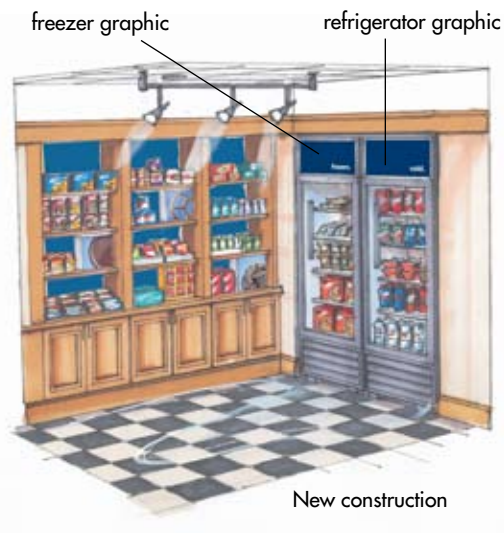
305.00 Suite Shop

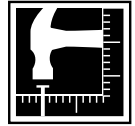
- 305.01 Each Hampton Inn & Suites hotel must provide a Suite Shop adjacent to the front desk with a pass-through window to the registration desk work area at a height in compliance with the ADAAG. Pass-through counter finish to match registration desk finish (guest side). See prototypical drawings for layout.
- 305.02 Regardless if a property is a Hampton Inn or a Hampton Inn & Suites, the property must follow standards for the installation and setup of a Suite Shop (see [Rule 109.04](#)). All Suite Shops have displays that consist of:
- A. Existing shelving or millwork
 - B. A refrigerator and freezer
 - C. A free-standing merchandiser with a price menu when space permits.
 - D. A Suite Shop kit that contains shelf-backer graphics, tray graphics and display trays

The Hampton Brand realizes that Suite Shop configurations are different. Configurations that exist in older hotels and conversions are different from newly constructed hotels. Properties that have unusual configurations that do not have adequate space to comply with standards may consult with the Hampton Brand Team at 775 Crossover Lane, Memphis, Tennessee 38117 for alternative solutions.



Note: These graphic panels are sized for the recommended equipment. If other equipment is selected, size of panels will need to be adjusted.





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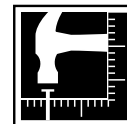
305.03 Finishes

- A. The floor must be ceramic/porcelain tile. Use of a high contrast checker board pattern is recommended to create energy within the store. One of the tile colors should be the same as the lobby floor finish.
- B. Vinyl wallcovering must be Type II, and a minimum of 20 oz. per linear yard.
- C. The finish and style of all millwork must match front desk millwork.

305.04 Equipment

- A. A commercial grade glass door reach-in refrigerator and separate glass door reach-in freezer, each 22 cubic feet minimum, with self-contained condensation evaporation system must be provided. Units must be located such that they cannot be seen directly from the lobby. Units must have a minimum of four vinyl coated adjustable shelving for product display. Exterior surfaces must be stainless steel or a white vinyl surface. All interior surfaces must be a white finish. No brand endorsements are allowed on the units. (Recommend equipment: True Manufacturing GDM-23 and GDM-23F). The freezer and refrigerator units must have a backlit panel above the door, and the panel graphic must be the Hampton approved design. Panel graphics are available from Harlan Graphics. This may be purchased from *Make It Hampton Product Reorder Catalog* on OnQ Insider > Hampton Brand.
- B. Ice machines may not be located in the Suite Shop.
- C. See [Standard 314.04](#) of Building and Furnishing for additional vending requirements throughout the hotel.

- 305.05 Millwork with shelving must be provided for display of food and sundries. This should include closed cabinetry for storage and an open display system. Shelves must be adjustable using recessed wall standards and knife brackets. All millwork and shelves must be a stained wood finish. Shelves must be a minimum of 15" deep and 3/4" thick with a wood finish to match the cabinets, tempered glass or laminated MDF. Shelving wall is to be divisible into three equal sections approximately three feet in length. Smaller sections are permitted, but not preferred. Top shelf should have a height of 18"; all other shelves approximately 12".



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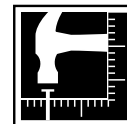
306.00 Public Restrooms

- 306.01 There must be one restroom each for men and women in the lobby building. The restrooms must not open directly onto the lobby area but must be accessed from a secondary corridor. The number of lavatories, stalls and urinals is to be as shown on the prototype drawings or as dictated by code, whichever is more stringent.
- 306.02 Direct line of visual sight or line of sight via mirror reflection into restrooms with multiple stalls is prohibited.
- 306.03 The floor and base must be ceramic or porcelain tile. If glazed, the tile must have a non-slip additive. A minimum floor tile size of 12" x 12" is required.
- 306.04 Walls are to have Type II - 20 oz. vinyl wallcovering. Recommend tile wainscot with base at all walls or full height tile on plumbing walls. Minimum wall tile size of 6" x 6" is required.
- 306.05 All restroom entrance doors must be a minimum of 3'-0" (.91m) wide. Privacy set is required with lever handle at the entrance door, except in multi-stall restrooms. Door closers are required. Entry doors for multi-stall restrooms may not be lockable.
- 306.06 Toilet partitions and doors are to be plastic laminate or better and are recommended to be ceiling hung.
- 306.07 Provide handicap accessible stalls in accordance with the ADA.
- 306.08 Single stall toilets may have a wall-hung china commercial sink meeting ANSI and ADA accessibility requirements. Individual or built-in vanities are also allowed, but built-ins are required for multi-stall toilets. Built-in vanities must have a natural granite top with back and side splashes and a skirt compliant with ADA. Exposed piping must be covered with pre-formed protective insulation. All vanities must comply with the ADA.
- 306.09 The toilets must have white, open front plastic seats with stainless steel check hinges. The seats must remain in an upright position without being held.
- 306.10 A decorative framed mirror is required above all vanities. The frame width must be 2" minimum. The mirror should be sized appropriately for the space. It should be approximately 36" tall, depending on light fixture placement, and extend the distance of the wall less 4" each side. The mirror must be installed with the reflective surface no higher than 40" above finished floor for compliance with ADA.
- 306.11 The following accessories are required:
 - A. Kick plates on push side of public restroom doors. Kick plates may be omitted if doors have a plastic laminate veneer.
 - B. Fluorescent lighting, recessed in ceiling. A decorative fluorescent light fixture is also recommended over the vanity mirror.
 - C. Reserve roll toilet tissue holder or surface-mounted dual dispenser.
 - D. A coat hook is required at 6'-0" on all stall doors (or on entry door for single stall restrooms). In accessible stalls, provide an additional hook mounted a maximum of 40" (or on entry door for single stall restrooms).



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- E. A fully recessed combination paper towel dispenser and large capacity waste receptacle. ("No touch" towel dispensers are allowed.) Receptacle or separate decorative receptacle to be adjacent to restroom entry.
 - F. A fully recessed (flush to wall) sanitary napkin dispenser in women's restroom.
 - G. Recessed facial tissue holder or a decorative, residential style tissue box dispenser made of high quality molded plastic sitting on top of the vanity. The dispenser must color coordinate with the decor.
 - H. Wall-mounted grab bars on the side and back wall of the handicap accessible water closet to comply with the ADA.
 - I. Wall-mounted liquid soap dispenser or a decorative, freestanding soap dispenser.
 - J. Single lever or dual lever with an 8" spread, first line chrome-plated brass faucets.
- 306.12 Continuous exhausting must be provided by power exhaust fans to comply with the local codes. Minimum requirement is 60 CFM. If two or more toilet stalls are provided in the public restrooms, HVAC supply must also be provided in addition to continuous exhaust.
- 306.13 Light fixtures in multi-stall restrooms must be wired so that they remain on at all times or have keyed switches. Light fixtures must be UL approved/certified and have warm white lamps.
- 306.14 Men and women's restrooms must be clearly identified with [international symbols](#).
- 306.15 A dual height, ADA compliant drinking fountain is required near the public restrooms. The unit must have a decorator front. Painted fronts are unacceptable.

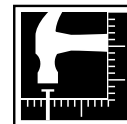


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307.00 Meeting Facilities

307.01 Business Center (Optional)

- A. If provided, the Business Center (minimum size 8' x 12' or 6' x 6' for Hometown) should be located convenient to the meeting facilities and adjacent to the office area for assistance.
- B. The center must be available to guests 24 hours a day, 7 days a week. Signage indicating 24 hour availability must be visible at the entry.
- C. The wall finish is to be decorative Type II vinyl, 20 oz. per linear yard wallcovering, Class A.
- D. The floor must be carpet with a carpet base.
- E. The ceiling must be acoustical ceiling tile or better.
- F. The entry door must have an electronic card key access (dead bolt function to be disabled) and a full glass vision panel. Additional window side lites are recommended. The glass area may not receive window treatments for guests' safety. If a connecting door is provided to the office area, the door should have a digital keypad access lock.
- G. Computer workstations (one minimum) with high-speed Internet access and software to include the latest version of Microsoft Windows and Microsoft Office. Wireless high-speed Internet must also be provided.
- H. Provide two desk chairs. All chairs must have casters and fully upholstered seats and backs to extend to a minimum height of 20". Hotel must not lock seat extension height.
- I. If wall and base cabinets are utilized, they must be furniture quality with all exposed surfaces made of wood. Desktop must be high-pressure laminate and 30" AFF upper cabinets.
- J. The following equipment must be provided as a minimum:
 - 1. Inkjet or laser printer with laptop connection capability
 - 2. Fax machine (or service provided on premise)
 - 3. Computer with Internet access
 - 4. See [Meeting Services, Rule 117.00](#) for other requirements
 - 5. Calculator
 - 6. Office supplies (expendable pens, pencils, paper, tape, scissors, clips, a stapler with staples, etc.)
 - 7. Various up-to-date reference materials (dictionary, thesaurus, local telephone books and Yellow Pages)
 - 8. FedEx supplies

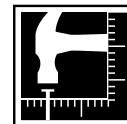


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- K. All equipment, including phones, must have printed instructions for their operation. On new construction, this equipment must be placed inside the designated Business Center room and may not be interspersed within the lobby or any other public area space. Existing properties may install equipment in a desk hutch or computer armoire where the cords are concealed and the equipment displayed neatly. Placement and design must be approved by Hilton. See [Standard 109.06](#).
- L. A minimum of sixty (60) foot-candles of general lighting measured at desk height is required. Lights must be wired to remain on at all times.
- M. Provide a minimum of one quadplex 110-convenience outlet above the countertop.
- N. If the hotel has an Business Center, distributed audio (background music) is optional. See [Standard 614.00 in Distributed Audio Standards](#) in the Information Technology section.
- O. Artwork is required and must be décor enhancing. Hotels may use black and white art selected from the MIH image library.

307.02 Meeting Room

- A. Meeting rooms to be included at the owner's discretion except for the requirement in a Hometown prototype. All individual components must meet these standards and the room layout will be reviewed and considered for approval by Hilton Hotels.
- B. In the Hometown prototype, a single bay meeting room is required as shown on the prototype drawings. This small meeting room is optional if the large meeting room is added as shown on the prototype drawings.
- C. Floors are to have carpet, carpet pad and carpet base as a minimum. Walls are to have vinyl wall covering and the ceiling to be ACT or painted drywall.
- D. If meeting rooms are subdivided with folding partitions, the folding partitions must have a minimum STC rating of 50. An STC rating of 54 is recommended. Accordion type partitions are not permitted.
- E. Meeting rooms must be furnished with folding tables with high-pressure laminate tops and stack chairs with fabric upholstered seats and backs. Storage for these items should be provided nearby.
- F. Built in counters must have stained wood bases and solid surface or granite tops.
- G. Presentation materials such as a blackboard/whiteboard, display easel and viewing screen (or audio visual equivalent) must be available for meetings. The hotel must provide a flip chart stand or hanger, felt-tip markers, extensions cords, pens and pads for all meeting rooms.
- H. Light level at the meeting room tabletops must be a minimum of 50 foot-candles. Provide recessed or decorative ceiling mounted lighting with concealed conduit. Provide lighting on dimmer switches.
- I. A television outlet and a telephone with a data port are required.



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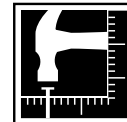
- J. A minimum of two wall decor pieces is required. Each is to be a minimum of 800 sq. in. including frame.
- K. Each meeting room must have individual HVAC controls.
- L. Distributed audio (background music) is optional in meeting rooms. See [Standard 614.00 in Distributed Audio Standards](#) in the Information Technology section.
- M. Wireless high-speed Internet access must be provided in all meeting rooms. (See [Standard 613.00](#) for specific requirements.)

307.03 Boardroom (Optional)

- A. Recommend a single bay boardroom in heavy commercial market areas.
- B. Floors are to have carpet and carpet base as a minimum. Walls are to have vinyl wall-covering and the ceiling to be ACT or painted drywall.
- C. The boardroom, where provided, must include a permanent conference table (a high pressure laminate top with wood edge, a solid wood top or better) to seat a minimum of eight persons, fully upholstered conference chairs with casters, a telephone, built-in counter with stained wood base and a solid surface top (minimum) for beverage service or console table suitable for beverage service.
- D. A permanent visual aids unit is required. Finished dimension must be 48" x 48". It must include a projection screen, grease pen board and chart holder. A unit similar to those manufactured by Egan is acceptable.
- E. Provide a 12'-0" long display/presentation rail. The wood rail should be stained to match the casegoods. It is typically mounted on the wall opposite the audio visual cabinet.
- F. Light level to be a minimum of 50 foot-candles measured at tabletop.
- G. A television outlet and a telephone with a data port are required.
- H. Provide artwork and submit for approval.

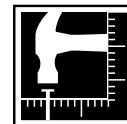
307.04 Hospitality Suite (Optional)

- A. The Hospitality Suite, if provided, must be equivalent in size to two bays in place of two standard minimum 12' x 18' (3.66m x 5.49m) rooms. It must include one handicap-accessible bath and be designed for use as a sleeping room or a meeting/boardroom suitable for comfortably accommodating eight persons.
- B. Floors are to have carpet and carpet base as a minimum. Walls are to have vinyl wall-covering.
- C. The suite must provide a comfortable soft seating area with sofa, lounge chair(s), end table(s), lamp(s), coffee table and television armoire. A sofa-sleeper is required when no Murphy bed is provided.



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- D. A conference table with high pressure laminate top and wood edge (minimum 30" x 72") must be provided with at least eight fully upholstered conference chairs with casters.
- E. A permanent visual aids unit is required. Finished dimensions must be 48" x 48". It must include a projection screen, grease pen board and chart holder. A unit similar to those manufactured by Egan is acceptable.
- F. Presentation materials such as a display easel, slide/overhead projector, and markers must be available for meetings. A pen and pad must be available for each attendee.
- G. The light level to be a minimum of 50 foot-candles measured at tabletop.
- H. The mechanical closet for this room must be accessed off the corridor so to reduce noise transmission into the room.
- I. Artwork must be provided in keeping with the overall design of the suite, including, but not limited to:
 - 1. Over the sofa –
Minimum size: 30" x 40", including the frame
 - 2. On the window wall –
Minimum size: 24" x 36", including the frame
 - 3. Over the Murphy bed -
Minimum size: 24" x 36", including the frame
 - 4. Artwork is typically mounted 60" to the center of the piece



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308.00 Recreational Facilities

308.01 Fitness Center

Note: Hotels opening after July 1, 2008, and hotels under PIP must comply with the following standards. Existing hotels with an fitness center, needing to update may comply in stages as outlined below. All existing fitness centers must comply by January 1, 2013:

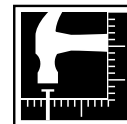
If renovation includes replacement of flooring or wall treatments, the hotel must comply with the room design specifications found in the *Jump Start Fitness Guide* on OnQ Insider.

If equipment is in need of replacement, the hotel must replace existing equipment with commercial grade equipment from Precor, Hotel Fitness (True equipment) or Star Trac. See the *Jump Start Fitness Guide* for specifications. Cardio and strength equipment may not be mixed and matched among vendors.

- A. The on-premise fitness center must meet the square footage requirements for new construction as of July 1, 2008.

NUMBER OF ROOMS	MINIMUM REQUIRED SQUARE FOOTAGE
< 80	450 sq ft
80-100	525 sq ft
101-120	600 sq ft
121-160	675 sq ft
> 160	Add 3 sq ft for each room

- Hotels under PIP must increase their fitness center to the appropriate minimum required square footage for total number of rooms.
 - Existing hotels with fitness centers are recommended to increase room size to two guest room bays, a minimum of 450 sq. ft.
 - Existing hotels without a fitness center are recommended to add a fitness center and may limit the space to one guest room bay, a minimum of 250 sq. ft.
 - Fitness centers must not include a shower, bathtub, or bath fixtures. A toilet and sink are permitted.
 - Hotels with more than 160 rooms must contact the Hampton Brand for additional equipment requirements.
- B. All fitness center walls must have Type II vinyl wallcovering with a minimum total weight of 15 oz. per linear yard or a textured 100% acrylic knock-down wall finish product. The vinyl/knock-down wall color must be similar to the neutral color listed in the fitness design guide. An interior accent wall of vinyl must be one of five pre-selected Make it Hampton welcome wall colors. Knock-down accent wall must be of coordinating paint color consistent to the pre-selected MIH colors listed in the *Jump Start Fitness Guide*.



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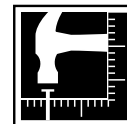
A knock-down finish is recommended in areas of high humidity such as coastal areas or southeastern states.

See [Standard 309.03D](#) for specifications and approved knock-down vendors.

- C. Provide a ceiling of 9'0" or higher to accommodate exercise equipment.
- D. Use of the facility must be complimentary and available for registered guests seven days a week. At a minimum, the hours of operation must be between 6:00 a.m. and mid-night.
- E. When possible, the fitness center shall overlook the pool area. The fitness center may not be accessed directly through the pool area, nor may the pool area be accessed by going through the fitness center.
- F. Entry door must have a vision panel (half lite or the maximum code will allow) and be accessed by key card only. The vision panel may not have window treatments other than specified graphics from the Hampton Brand. The deadbolt function must be disabled. Any side lites may not receive window treatments for guests' safety.
- G. Two-inch wood blinds matching décor are required on exterior facing windows. Corridor facing windows are required to display approved graphics only. See the *Jump Start Fitness Guide* for ordering information.
- H. The fitness center must contain the following pre-selected equipment. Reference the *Jump Start Fitness Guide* for vendor specifications.

FACILITY SIZE (SQUARE FEET)	200+	300+	400+	500+	600+
Treadmill	1	2	2	3	3
Elliptical Fitness Trainer	1	1	1	1	2
Cycle, Recumbent	1	1	1	1	2
Functional Training System or Dumbbells system		1	1	1	1

- I. Universal strength training equipment or dumbbells, rack and bench combination are required for rooms greater than 400 sq. ft. See the *Jump Start Fitness Guide* for specifications.
- J. Personal Viewing Screens (PVS) are not required, but optional. If a hotel opts to use PVS, the following must be provided:
 - 1. Adjustable headset with foam ear covers for each piece of equipment must be available at all times.
 - 2. Offer guests replacement, one-time-use, foam earpieces for headsets as sanitary options between guest uses. Replacement parts should be stored in a wire mesh basket and available on the towel station at all times. Professional signage designed to match existing signage should be visible on towel station to direct guests to replacement pieces. Purchase approved signage from [Harlan Graphics](#).

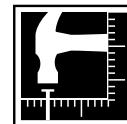


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- K. A sign outlining applicable health and safety information for use of the fitness center must be posted. Only the approved rules signage, as part of the fitness graphics package, may be used.
- L. Televisions

A commercial LCD television with remote control is required and must be easily viewable from all equipment locations.

 - 1. The fitness center television must meet the following specifications:
 - a. Minimum 32" Widescreen (16:9) LCD Screen (Maximum size 42")
 - b. High Definition display capable of receiving 1080i signal (60Hz)
 - c. ATSC Digital Tuner built-in
 - 2. Television should be set with closed caption as default.
 - 3. Remote control must be accessible to guests at all times.
 - 4. Television must be wall or ceiling mounted. In cases where the fitness center shares a wall with a guest room, the ceiling mounted option must be used.
 - 5. The power and cable outlets and cords must be concealed from view behind the television.
- M. A wall-mounted house telephone is required. It must be mounted near the entry door, 48" AFF as measured to the top of the phone. This phone must ring directly to the front desk switchboard when lifted off the cradle.
- N. A 10" to 20" wall-mounted clock with a white face and black numbers must be provided.
- O. A high quality commercial grade scale is optional if space permits.
- P. An adequate supply of towels, neatly displayed in an Orion towel and hamper station or 30" minimum wooden equivalent must be provided for guests using the facility. Towel station must match décor in color and must not exceed 40". Three decorative robe hooks must be mounted near the towel station.
- Q. A five (5) gallon water cooler with cup station must be provided for guest use. Water cooler should coordinate with fitness center. Bottleless water coolers are permitted. See the *Jump Start Fitness Guide* for product specification from Aquaverve.
- R. Hotel must maintain hygienic wet wipes for guest use. Hygienic wipes do not replace daily disinfecting during the cleaning process. Consult equipment owner's manuals for recommended cleaning solutions.



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- S. A décor enhancing, metal trash can must be present in the fitness center. Trash can must be a minimum of 13 quart capacity and may not include a logo.
- T. Flooring shall be of EcoSurfaces or equivalent rubber flooring with a minimum of 6mm interlocking, Bedrock Color (charcoal). Consult *Jump Start Fitness Guide* for details.
- U. Wall base must be a contoured millwork by Johnsonite or equivalent. Color should be charcoal in color to complement flooring.
Mandalay – 6"H x 3/8" D x 8' L, rectangular profile with 45° chamfer top
Reveal – 6" H x 1/4" D x 8' L, 45° angular top and 7/32" wide surface reveal
- V. Wall mirrors must be installed flush mount or leaning, a minimum of 7' x 7' frame. Existing properties may utilize a retro frame kit for mirrored walls, if applicable. Consult Fitness guide for more details. Framing color must coordinate with room decor.
- W. Locate electrical outlets convenient to the equipment and out of guest traffic areas to prevent tripping.
- X. Recessed ceiling light fixtures are recommended. Recessed fixtures are required when a suspended acoustical tile ceiling is provided. If surface mounted light fixtures are provided, they must be decorative or trimmed in wood and finished to match the door or decor. Plans and fixture specifications must be submitted to Hilton Hotels for review and approval. The light level must be a minimum of 20 foot-candles measured at the floor. The lights must be wired so that they remain on at all times or be key switched.
- Y. Distributed audio (background music) is optional in fitness centers. (See [Standard 614.00 in Distributed Audio Standards](#) in the Information Technology section.)

308.02 [Swimming Pool/Whirlpool](#)

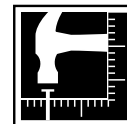
A. General

1. Minimum pool area is 500 sq. ft. (46.45m²) sloping uniformly from 3'-0" (.91m) at one end to 5'-0" (1.52m) maximum at the other end. Kidney shaped or other "free-form" pools are to have a minimum water area equivalent to the above. The Hometown prototype allows a 400 sq.ft. minimum pool area. The depth must be measured 24" from the edge of the coping to the water surface.
2. Hot or dry saunas and steam rooms are not allowed.
3. Fiberglass and stainless steel pools/whirlpools are not permitted.
4. Whirlpools are allowed but not required.

B. Coping/Deck

1. All coping is to have a non-slip finish.
2. The deck around the pool/whirlpool must have a non-slip surface.

Recommended: Deck surface finished with Kool Deck.



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3. A minimum 5'-0" (1.52m) wide deck around all pools and 2'-0" (.61m) wide deck minimum around whirlpools is required. A swimming pool and whirlpool must be separated by 5'-0" (1.52m) minimum wide deck. In addition, a minimum 500 sq. ft. (46.45m²) of deck area must be provided adjacent to the swimming pool for seating. If an indoor pool area is utilized, the deck area may be reduced to 300 sq. ft.

4. Drainage for the deck area must be provided.

C. Pool Markings

1. "No Diving" Markings

Swimming pools and whirlpools must have "No Diving" markings clearly displayed on the deck coping with recessed tile markings. Letters must be a minimum of four (4) inches in height.

2. Water Depth Markings

Depth markings must be displayed on the deck coping at various locations around the pool/whirlpool perimeter at reasonable intervals on each side and end and at locations denoting every 12" of depth change. Depth markings must also be on the pool/whirlpool rim above the water line. Lettering must be at least 4" high. All markings must indicate measurements in feet but may also include meters. For dual units of measurement, "feet" will be above the metric unit. Wherever islands, fountains and other structures are located within pools, depth markings must be posted thereon and must be visible from the opposite pool edge.

D. Pool Fencing

Aluminum or steel perimeter fencing must be provided around exterior pools. All pool gates must be self-closing and self-latching. Minimum fence height must be 48" (1.22m). The fence must have a top cap which is 2" x 5½" with a sloped top or half round top. Fence color must be approved by Hilton Hotels. The picket spacing must be a maximum of 4" on center unless the local regulatory requirements are more stringent.

E. Pool Phone

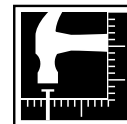
An [emergency house phone](#) must be provided at the pool. It must be in a weathertight enclosure for exterior pools. When the receiver is lifted, the phone must automatically dial the front desk or local emergency authority if required by local authorities. The top of the phone must be mounted 48" from the floor or deck.

F. Drinking Fountain

A drinking fountain must be provided within the indoor pool area.

G. Exposed Metal Accessories

Where used, exposed metal accessories are to be chrome-plated brass/bronze or stainless steel.



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H. Steps/Ladders

Steps with uniform treads and risers and a handrail must be provided at the whirlpool and shallow end of the pool. Ladders must be provided at the deep end of the pool.

I. Diving Boards

Diving boards and slides are prohibited.

J. Floater Line

A floater line is required to separate deep and shallow water levels if required by code or if the pool includes anything but a gradual change in depth.

K. Filtration/Pump

1. Filtration and pump equipment must have the capacity to recirculate the entire contents of the pool within a six hour period.
2. Conventional sand filters, high-rate sand filters or pressure type diatomaceous earth filters are acceptable.
3. Equipment must include gauges, sight glass and air release valves. Installation and equipment are subject to local health regulations.

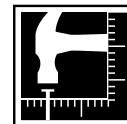
L. Disinfectant/Chlorination

Chlorination is required or an alternate form of pool water purification such as ozone treatment and bromination if allowed by the local governmental authority. The system must meet all local health department regulations.

M. Safety Equipment

The following equipment is required and must be provided and/or be readily available at every pool, even when the pool is closed (including off season):

1. One shepherd's hook with a minimum length of twelve feet (12').
2. Two United States Coast Guard or international equivalent life rings for each swimming pool. Each life ring must be attached to a line with a minimum diameter of 3/16". The length of the line must be one and half times greater than the largest dimension of the pool.
3. Anti-vortex covers for primary drains and all suction inlets at pools and whirlpools.
4. Automatic drain blockage detection relief or pump shutdown device for pools and whirlpools.
5. At least one ADA approved means of accessible entry for disabled and/or wheel chaired guests into pools and whirlpools.
6. Signage listing rules for usage, hours of operations and health warnings for pools and whirlpools.



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7. A professionally fitted pool cover must be installed when the pool is closed for the season. The temporary use of pool covers is prohibited. When used, pool covers and their installation must meet the requirements of the ASTM *Standard Performance Specification for Safety Covers and labeling Requirements for all Covers for Swimming Pools, Spas and Hot Tubs, F1346 [R1996]*.

N. Electrical

1. One (minimum) underwater light is required and must be activated during hours of darkness.
2. The circuits supplying the underwater lighting fixtures must be low voltage and must be protected through an approved ground fault interrupter that will automatically de-energize the circuit should a short circuit or voltage leak occur. One circuit guard is required for each circuit.
3. All electrical outlets must be waterproof and contain ground fault interrupters.

O. Perimeter Landscaping

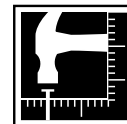
Extensive perimeter landscaping is required at the pool area.

P. Pool Lighting

Lighting must be provided around pool and whirlpool decks. Minimum requirement is five foot-candles measured at the deck surface. Lighting must be directed away from guest room windows.

Q. Enclosed Swimming Pool

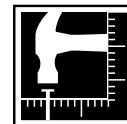
1. When an enclosed swimming pool is provided, its exterior design must be consistent with the exterior design of the main building. The pool area must be separated from the rest of the hotel with a vapor barrier.
2. Acceptable floor finishes include Kool Deck and slip resistant ceramic tile. Other finishes may be submitted to Hilton Hotels for consideration.
3. The wall finish must be appropriate for an enclosed pool environment. Acceptable wall finishes include synthetic stucco, such that is used on the building's exterior, moisture resistant gypsum board with a knock-down textured finish, enamel paint and ceramic tile. If the textured gypsum board finish is used, it is recommended that a four foot high ceramic tile wainscot also be used.
4. A finished ceiling must be provided in the pool area. Exposed painted structure and ductwork are not acceptable. However, painted, exposed spiral ductwork is acceptable. Acceptable ceiling finishes include exterior gypsum ceiling board with an enamel painted finish; a suspended acoustical ceiling system with a painted aluminum grid and vinyl-coated, moisture-resistant ceiling tiles; and synthetic stucco. All ductwork, conduit, sprinkler piping and other plumbing must be concealed by the ceiling system. All ceiling system hanger wires must be stainless steel to prevent corrosion. The minimum acceptable ceiling height in the pool area is 9'-0". Light fixtures must not be located over the pool water.



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5. The finishes and materials in the pool area should provide an acceptable acoustical environment. The use of acoustical ceilings, banners, etc., should be considered. Sound ratings between pool and adjacent guest rooms must be 54 STC.
6. When an indoor pool is located adjacent to public areas, provide 2" wide horizontal blinds on windows between the pool and public space. The location and size of such windows are subject to approval.
7. Provide a vapor barrier to prevent condensation from forming on building walls and ceilings. Locate supply air registers to minimize condensation on windows. Adjoining fitness centers and their entry way must be located outside the pool room envelope due to sensitive electronic controls on exercise machines.
8. A complete HVAC and dehumidification system must be provided to maintain the area at 80°F dry bulb and 50 percent (inactive time) to 60 percent (active time) relative humidity with minimum requirements as follows:

The packaged dehumidification and A/C unit must be capable of dehumidifying and cooling the space. Include a coaxial, double wall, cupro nickel swimming pool heater vented for contamination prevention and recovery of latent heat from condensed moisture (spa energy recovery is not required). Pool heater vents must not terminate within ten feet of an operable window. The unit is to be completely factory assembled, wired, piped and tested with the test report available upon request. All coils are to be coated with a corrosion resistant material and the evaporator coil is to be a minimum of six rows deep. Include a microprocessor control system with solid state sensors and a remote mounted solid state control panel with LED indications and service diagnostics located in the pool room. Open type temperature and humidity contacts are not acceptable. Provide a separate gas fired duct heater with stainless steel heat exchanger, two-stage heating, stainless steel burners, spark ignition and power venter for area heating. If natural gas is not available, provide electric two-stage heating coil per any NEC requirements. Dehumidifier must be Dectron model DS/RS Dry-O-Tron or equivalent.
9. A pool heater must be provided.
10. Pool equipment rooms may not be located below guest rooms.
11. If sliding glass doors are provided at the exterior walls of the pool building, they must be equipped with locking hardware. Adequate emergency exits with panic hardware must be provided in addition to any sliding glass doors. All emergency exits have illuminated exit signs with reserve power. Also, emergency lighting is required in the pool area (minimum one foot-candle per square foot).
12. The requirements for outdoor pools regarding pool size, pool furniture, safety equipment, etc., also apply to enclosed swimming areas. The additional deck area required may be reduced to 300 sq. ft. (Umbrellas are recommended but not required at indoor pools.)
13. Pool supplies are not to be stored in the same room as dehumidification equipment.

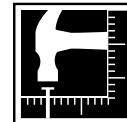


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14. Provide a remote card reader that is operated by guest room card keys at the indoor pool entrance door. Remote card readers are also required at doors from the indoor pool to the outdoor sun deck unless the sun deck is enclosed with a fence. The fence must be the same as required for outdoor pools.
15. Window frames must be aluminum.
16. Door frames must be aluminum where possible.
17. The entry door into the pool area must have a vision panel or a sidelight adjacent to the door. A full glass and aluminum door is recommended.
18. The room lights must be wired so that they remain on at all times or be key switched.

R. Furnishings

1. Pool furnishings must be commercial quality. All table tops must be of a shatter-resistant material. A combination of chairs and chaises must be provided to seat a minimum of 16 guests except in the Hometown prototype, where the minimum number of seats must be as shown in the prototype drawings. The minimum seating requirement may vary for certain markets. At least two tables with sunscreen umbrellas must be provided at exterior pool locations.
2. Self-extinguishing, commercial, plastic trash urns with enclosed tops must be provided.
3. Plant containers with high quality silk or polyester (no plastic) plants must be incorporated into the overall layout of the pool furnishings for indoor pools.
4. Window treatment is optional at the exterior windows in the pool enclosure area.
5. Hotels must maintain a minimum path of travel that is compliant with ADA requirements.
6. Distributed audio (background music) is optional in the pool area. (See [Standard 614.00 in Distributed Audio Standards](#) in the Information Technology section.)



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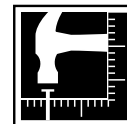
309.00 Guestrooms/Suites

309.01 Room Types/Layouts

- A. Refer to [Standard 313.00](#), Room Layouts, regarding room/suite types.
- B. A minimum of 10 percent of the guest rooms must be connecting, including the handicap accessible rooms. The connecting rooms must be comprised of a variety of room and suite types and 50 percent of the handicap accessible rooms.
- C. Reference each room and suite layout in [Standard 313.00](#), Room Layouts for the minimum furnishings and room dimensions. The 14'-0" bay king room must be used on all new construction projects. The bay width may change depending upon its placement in the building. Any odd size or shaped rooms and suites must be submitted for approval by Hilton Hotels on an exception only basis.
- D. Up to 50 percent of the room count in any Hampton hotel may have showers only. The shower only inventory is limited to king rooms. All room types with two beds or a sleeper sofa are considered multiple occupant rooms and must have a tub/shower combo; this includes all studios.
- E. In a Hampton Inn, up to ten percent of the key count may be studio suites. *The queen room is not allowed as a room type.*
- F. In a Hometown prototype, the room mix must be 30 percent single queen rooms and 70 percent double/queen rooms or 70 percent single queen rooms and 30 percent double/queen rooms. A maximum of ten percent of the room count may be used for alternate room types. Only studio suites or king spas may be used as alternate room types.
- G. In a Hampton Inn & Suites, the studio suites must be at least 30 percent but not more than 50 percent of the key count. Two room suites or other suite configurations will be considered when market conditions warrant alternate suites. In no case may there be more than ten percent of the key count of alternate suites. If alternate suite configurations are provided for a Hampton Inn & Suites hotel, they may not be used to satisfy the minimum requirement for 30 percent studio suites. Also, the number of studio suites plus alternate suites may not exceed 50 percent of the key count in a Hampton Inn & Suites hotel. *The queen room is not allowed as a room type.*
- H. Kitchens are no longer allowed in either Hampton Inn or Hampton Inn & Suites. Built-in microwave and refrigerator with a bar sink is allowed but is considered part of a studio and must be included in the studio room key count.

309.02 Floors

- A. The floor assembly must have an STC rating of 50 and an IIC rating of 55.
- B. All floor penetrations must be sealed with fireproofing material to ensure fire rating between floors.



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C. Tiled Floors

Decorative porcelain tile floor and tile base is required at the entry to all rooms and suites including in front of the wet bar in the studio suites. When two room suites are allowed, the floor finish in the kitchen area must be porcelain tile. Tile must be nominal 12" x 12" minimum with a rectified edge to minimize grout joint size and is recommended to include base tiles, corners, etc. Vinyl tile and/or granite tile is not acceptable. The tile below is pre-approved. Visit hamptonfranchise.com > D & C > Standards > Alternate for more pre-approved manufacturers. All other tile is subject to approval by Hilton Hotels Corporation.

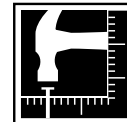
Product Specification: Porcelain Tile

Manufacturer:	Dal-Tile 1713 Stewart Street Santa Monica, CA 90404	Designer Tile & Stone 115 Newfield Avenue, Suite C Edison, NJ 08837
Contact:	John Hall (310) 453-9112 (310) 453-1783 fax	(800) 959-8453 (732) 225-0660 fax
Description:	PORCELAIN TILE	PORCELAIN TILE
MFR Stock #:	BXO3	N/A
Specifications		
Pattern:	BRIXTON	N/A
Color:	MUSHROOM	PABLO
Dimensions:	12" X 12" (BASE 3" X 12")	12" X 12" (BASE 3" X 12")
Shade Variation:	MODERATE	RANDOM
Tile Thickness:	5/16"	5/16"
Grout Color:	#94 STRAW ULTRACOLOR BY MAPEI	#94 STRAW ULTRACOLOR BY MAPEI
Grout Joint:	3/16" MAXIMUM	3/16" MAXIMUM
Coefficient of Friction:	> .60 WET, > .65 DRY	> .60 WET, > .66 DRY
Distribution:	GUEST ROOM FLOORS, BATH FLOORS, BATH TUB/SHOWER SURROUND	
General:	* ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS. * GENERAL CONTRACTOR TO FIELD VERIFY QUANTITY REQUIREMENTS.	

- D. The floor covering in all guest rooms must be wall-to-wall carpet. One seam maximum is allowed per guest room. See [Standard 302.03](#) for more requirements.

309.03 Walls

- A. Partition walls that separate guest room units must be of fire-resistant construction with a minimum one-hour fire rating and an STC rating of 50 or better.
- B. Corridor walls are to be of one-hour fire-rated construction, regardless of building size/design, and have an STC rating of 50 or better. STC ratings are to be determined according to Gypsum Association Standards. Fire ratings are to be determined according to UL standards.



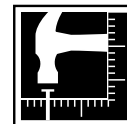
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C. Additional soundproofing is required between guest room units and commercial or service areas and elevators. A minimum STC rating of 54 is required.

D. Wall Finish

NOTE: New hotels, renovations, relicensing, change of ownership, PIP and room additions as of August 1, 2007, must comply with this standard.

1. All guest room walls except the bath must have Type I vinyl wallcovering with a minimum total weight of 15 oz. per linear yard or a textured 100 percent acrylic knock-down wall finish product.
2. The headboard wall color should be a different color therefore becoming an accent wall.
3. A knock-down finish is recommended in areas of high humidity such as coastal areas or southeastern states. The knock-down color must be a neutral color similar to Beige unless specified otherwise in a pre-approved Hampton FF&E package. The knock-down must be provided by one of the following approved manufacturers:
 - a. Plexture (Sierra or Landscape textures; Howard White color) with Teflon® by Triarch Industries of Houston, TX; (800) 537-6111; www.triarchinc.com
 - b. Texturi by Comex Paints USA of San Antonio, TX; (800) 266-3987; www.comexpaints.com
 - c. Supreme-TEX by U.S. Textures, Inc. of San Antonio, TX; (800) 414-8805
 - d. Quartz Silco (Fino, Damascus or Rustic Stone textures) by Perma Tone, Inc. of Houston, TX; (800-permatone); www.permatone.com
 - e. Romatex by Levwall, Inc. of Marietta, GA; (800) 342-2747; www.levwall.com
 - f. Profinish (Emerald System Series II) by ProKo Industries
4. To submit a product for consideration as equal to one of the above approved products, a sample of the proposed equal must be submitted, along with all the technical and independent testing information relating to the proposed product as described below.
 - a. Submit two samples (8" x 8" minimum) showing the specific color and texture of the knock-down finish to your Hilton Hotels Corporation Project Manager. If the product is approved, one sample will be retained and one will be returned and must be kept on file at the jobsite for reference.
 - b. All submitted products must meet the following Minimum Performance Characteristics:
 - 1) A perm rating of greater than 16 for the system, including basecoat, primers, texture coats, etc.
 - 2) Scrub resistance of minimum of 2500 scrubs before failure ASTM D 2486-89

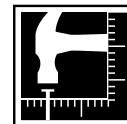


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- 3) A minimum dry film thickness of 10 mils or greater
- 4) VOC levels of 1.0 lbs. per gallon or less ASTM-D 3960
- 5) A minimum of 5-year product performance warranty and a 5-year warranty against mold and mildew growth. (Product must have been in commercial use for a time period that meets or exceeds factory stated warranty period.)
- 6) A product listing a "SEALER" as part of the system is not acceptable
- c. Other manufacturers' products, which comply with the above minimum performance quality requirements, may be considered by Hilton Hotels provided such products are submitted to Hilton Hotels for review with sufficient time allowed for evaluation. Submit proposed substitute products with supporting documentation to verify conformance with the above requirements. All proposed substitute products must provide Independent Laboratory Test Results to support their claims. Submitted Independent Lab Test Results must be on the testing lab letterhead, test results on the manufacturer's letterhead *will not* be accepted.
5. Knockdown using drywall mud with paint or smooth painted walls is unacceptable in all instances.
6. No product is to be considered approved until Hilton Hotels Corporation provides written approval.
7. The bath area must have Type I, 15 oz. vinyl wallcovering regardless.

309.04 Ceilings

- A. No ceiling must be less than 7'-0" (2.13m) in height. Guest bedroom and living area ceilings must be a minimum of 8'-0" high. 8'-8" is recommended. Guest room bath and entry ceilings are to be a minimum of 7'-4" high. Local codes may require higher ceilings.
- B. Guest room ceilings are to be of a sprayed Aristex texture finish as supplied by Proko Industries or equal. Color must be "ceiling white." Other ceiling finishes are subject to approval by Hilton Hotels Corporation.
- C. Dressing areas, baths and furredowns over the wet bar are to be smooth painted drywall.
- D. When 2' wide precast concrete planks are used for the floor/ceiling system, a furred drywall ceiling must be applied. Planks which are 3' or wider do not have this requirement, but imperfections such as badly misaligned planks and air pockets must be addressed as necessary to achieve an acceptable appearance.

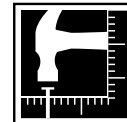


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309.05 Doors

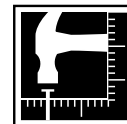
A. Guest Room Entry Doors

1. Entry doors must be 1³/₄" (4.45cm) solid embossed tempered hardwood, painted, two-panel doors or approved alternate. They must have a 20-minute fire rating indicated by permanently attached UL labels.
2. Guest room entry doors are to be a minimum of 3'-0" x 6'-8" (.91m x 2.03m).
3. Door Frames
 - a. Frames must be hollow metal with a 20 minute fire-rating and must be properly secured and installed.
 - b. 18 gauge, fully welded frames or three piece metal frames are required. Knock-down frames with *snap-on-trim* are *not* permitted in any case.
 - c. Framed, non-masonry walls must be reinforced on both sides of the jamb to prevent prying and flexing for security control.
 - d. Vinyl sound stripping is required on all guest room entry doors. Sound stripping must be equal to "Cush-N-Seal" by Door and Hardware Systems, Inc. or S773 by PEMKO
4. Door Hardware
 - a. Doors must be self-closing and self-latching. Doors to have three commercial hinges with a commercial grade door closer with cover.
 - b. Tamper-proof, one-way viewers at 60" AFF are required for all guest room entrance doors. A second viewer must be mounted at a height as required by ADA in all accessible guest rooms.
 - c. A door guard equal to Ives 482 with edge guard mounted at 48" AFF is required for all guest room entrance doors. Ensure that door guard does not interfere with the light switch.
 - d. A door sweep equal to Door and Hardware Systems (DHS) Cap Sweep, #CS36, or Pemko's 2343 or 2173 is required. The make up air feature for these sweeps may be utilized if needed. Recommend automatic door bottoms be used when possible to reduce sound and light infiltration.
 - e. Kick plates are not permitted on guest room doors.
 - f. DHS's "Fire Threshold" FT—2.75 or Pemko's V232 or V2325 must be used to protect carpet seams at the guest room entry threshold.



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- g. An electronic lockset with lever handle for hotel/motel usage is required. An approved vendor and models must be used. Contact Hilton Hotels Corporation for the approval list. The electronic locksets must have the following features:
- 1) Lockset must be mortise design Grade 1 or 2L, ANSI 15613 Series 1000.
 - 2) Trim and operation must comply with ADA standards.
 - 3) The lock must have a deadbolt with a hardened steel insert with a minimum throw of 1" (2.54cm).
 - 4) The latch bolt must be a deadlocking type with a two-piece anti-friction mechanism and a minimum throw of 3/4" (1.9cm).
 - 5) An occupancy indicator is required.
 - 6) The lock must re-key after each guest use.
 - 7) The lock must use an encoded card key for each guest operation.
 - 8) The lock must have master key and emergency master key functions.
 - 9) Master and emergency levels must be re-keyable by the hotel employees.
 - 10) The lock must have an audit/interrogation feature.
 - 11) The lock system must have back-up battery power.
 - 12) The lock system must have a minimum one-year manufacturer's warranty.
 - 13) The latch bolt is to be operated by the inside lever at all times and from outside by guest key card.
 - 14) The deadbolt is to be engaged by a turn piece on the inside of the room.
 - 15) When the deadbolt is projected, all keys except emergency keys must be inoperable.
 - 16) The emergency key also acts as a lockout key.
 - 17) When the deadbolt is in a projected position, turning the inside lever must retract the latch bolt and deadbolt simultaneously.
- h. Hardware Finish
- Door hardware must be US26D Satin Chrome or US4 Satin Brass. 26D is preferred for durability reasons. The finish on all hardware must be the same, including hinges.



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B. Connecting Room Doors

1. Rooms, when connected, are to be separated by two 20-minute fire-rated, 3'-0" x 6'-8" solid core wood doors. The door frame must be the full width of the wall thickness to allow the doors to open 180°. (See Prototypical Plans.) Ten percent of the guest rooms must connect.
2. Door Hardware
 - a. Connecting doors must have a latch set equal to Corbin 463-5611 x 23/4 x 217L13 with an operating lever on the room side only.
 - b. Each door is to have a thumb-turn deadbolt with 1" throw such as Falcon Hardware Company catalog #D-861. A blank plate must be installed on the opposite side of the door.
 - c. Each door must have 1 1/2 pair of butts.
 - d. Provide door guard same as entry door on both connecting doors.
 - e. Provide sound stripping same as entry door on both sides of the door frame.
 - f. Provide door sweeps same as entry door on both doors for sound attenuation.
 - g. All hardware finishes to match entry door hardware finish.
 - h. Moveable wall partitions are not permitted between adjoining guest rooms.

C. Door Stops

Wall-mounted door stops are required for all doors. Floor-mounted door stops are not permitted.

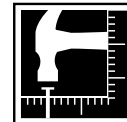
D. Door Numbers

Refer to [Standard 405.00](#), Trademarks and Identity, for signage requirements.

309.06 Windows

Refer to prototype drawings for size and location of required guest room windows.

- A. Each guest room must have a minimum of 16 sq. ft. (1.49m²) of window area. Codes may require additional window area due to the room size.
- B. Glass must be double glazed in painted aluminum frames or approved equal. Double-insulated room unit glazing should be designed flush to the exterior frame to prevent water build-up and dirt retention. Window units may use annealed glass, where permitted. Frames must be thermally broken in areas where ASHRAE design temperature is below 32°F. Frames must be properly sealed, both inside and outside. Colors for glass and frames must be as noted in [Standard 302.02](#).



Building and Furnishing

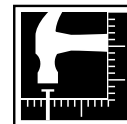
- C. Glass is to be fixed except where operable glass is required by local codes/requirements. Operable windows, if provided, must have a locking device approved by Hilton Hotels and may not open more than 4" unless required otherwise by code. Once opened, the window must remain in the open position without having to be propped open. All window sections must meet or exceed AWMA specifications for commercial windows.
- D. Thru-wall HVAC wall sleeves occurring in guest room/suite windows must be properly sealed, inside and out. (See Prototypical Plans.)
- E. Louvers for thru-wall HVAC units in guest rooms must be furnished by the window manufacturer and must be architectural style with finish to match the window sections. *These architectural louvers must be an integral part of the window system.* Louvers must match style and finish as noted above and must match the free air requirement of the thru-wall unit selected.
- F. Window sills must be solid surface material.

309.07 Drapery

See [Standard 302.03D](#) for information.

309.08 Closets

- A. Closets are required in guest rooms for all new construction projects (except in the Hometown prototypes queen room).
- B. Closets must be fitted with a laminate-covered shelf with a 2" (5cm) self-edged front. The shelf must have a depth of 15" (0.38m) and be mounted at 5'-10" AFF in standard rooms and as required by ADA in accessible rooms. Fitted below the shelf must be a chrome or stainless steel bar not less than 1" (2.54cm) diameter. The bar is to be mounted at 5'-6" AFF in standard rooms. A plastic coated wire shelf and 5/8" diameter bar unit is acceptable as an alternate.
- C. Closets must have swinging mirrored doors (or sliding where shown) or hinged wood doors. Coordinate mirror door frame finish with adjacent door hardware. If mirrored doors are not provided, a full-length mirror (18" x 60") must be provided near the dressing area. Bi-fold doors are not allowed.
- D. Closets must have a minimum size of 1'-10" in depth and 2'-6" in width (interior dimensions) with the doors closed.
- E. Floor finish is to be carpet with 4" carpet base.
- F. Walls are to have vinyl wallcovering or be smooth painted if the guest room has a textured wall finish. Color must match guest room walls.



Building and Furnishing

309.09 Bedding

A. Every Hampton bed must meet a height requirement of 28" – 31" and include the following Hampton approved items:

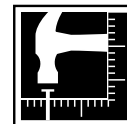
1. Bed skirt
2. Quilted fitted mattress pad (hotel quantity required: one turn plus ten percent)
3. Fitted bottom sheet (hotel quantity required: two and one half turns)
4. 200-plus thread-count top sheet (hotel quantity required: two and one half turns)
5. Duvet insert (hotel quantity required: one turn plus ten percent)
6. Duvet cover (hotel quantity required: three turns)
7. Jumbo feather and synthetic pillows
8. Pillowcases (hotel quantity required: two and one half turns)
9. Lumbar pillow (hotel quantity required: one turn plus ten percent)
10. Lumbar pillow cover (hotel quantity required: three turns)
11. Each Hampton room must have:
 - a. Red "freshen please" service signal on one bed per room
 - b. Blanket in approved zippered plastic bag (room quantity: one per room in drawer or closet; hotel quantity: have enough blankets on hand for roll-away beds and guest requests)

NOTE: No collateral other than the red "freshen please" service signal is to be placed directly on the bed.

B. Bed Base (MIH)

Bed bases are to be soundly constructed to support the outer rail of the wood box springs and securely hold the mattress and box springs in place with rigid center support characteristics. Bed base heights are to be coordinated with mattress sets to achieve a total bed height* between 28" (minimum) and 31" (maximum) except in accessible rooms. Metal bed frames are required in the ADA rooms. Bed frames (6" to 7½" in height) must be provided in accessible rooms for lift accessibility.

* Bed Height: Measurement of the finished bed, including base, mattress set and bedding.



Building and Furnishing

Product Specification: King/Queen/Full XL Bed Base

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for suppliers.)

Size:	10"h, K-20/ Q-20/ F-20 LINWOOD BED BASE
Finish:	DARK BROWN LAMINATED WALNUT WOODGRAIN FINISH.
Description:	THREE CROSS SUPPORTS; SINGLE LEG ON QUEEN AND FULL XL SIZE AND CENTER PANEL FOR KING SIZE TO PROVIDE CENTER SUPPORT; LAMINATED INDUSTRIAL FIBRE BOARD PANELS; RECESSED DESIGN; NONTOXIC AND NONCOMBUSTIBLE; ALUMINUM CHANNEL LOCKS; BOXSPRING RETAINER
Note:	METAL BOX BASES ARE ALLOWED.
Distribution:	KING, QUEEN OR FULL XL BED BASE AT TYPICAL GUESTROOM
General:	* ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS.

Product Specification: King/Queen/Full XL Bed Frame, ADA Accessible

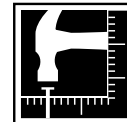
(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for suppliers.)

Size:	7½" H INSTAMATIC FRAME
Finish:	BROWN ENAMEL FINISH
Description:	INSTAMATIC PREMIUM BED FRAME; 12 GAUGE 1¾" X 1⅜" ANGLE SIDE RAILS; CENTER SUPPORT WITH LEGS
Glide:	STEEL STEM WIDE STANCE GLIDE
Distribution:	KING, QUEEN OR FULL XL BED FRAME AT ADA ACCESSIBLE GUESTROOM
General:	* ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS.

C. Mattresses

All mattress sets must be Serta® Perfect Sleeper's Tranquility Nights™ (minimum), Serta® Perfect Sleeper's Dream Structure™, Spring Air® Brentwood or Spring Air® Grand Suite and must meet the specifications that follow. All substitutions must be submitted to Hampton Brand Management, 755 Crossover Lane, Memphis, TN 38117 prior to ordering for approval. Once approved, the order may be processed. Any non-approved beds are at risk of being rejected, therefore replaced, in order to comply with standards.

Approved manufacturer's labels, which include Federal law labels, identification labels, turn labels, and certification and specification labels, must be on each bed set.



Building and Furnishing

Product Specification:

Serta® Perfect Sleeper's Tranquility Nights™ King/Queen/Full XL Mattress

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for suppliers.)

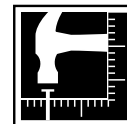
MFR Stock #:	620042
Size:	KING: 76" x 79½" / QUEEN: 60" x 79½" / FULL XL: 53" x 79½"
Innerspring:	** 800 CONTINUOUS WIRE COIL; 143/4 GAUGE, SIX GAUGE BORDER WIRE; CLIPPED BORDER ROD; POSTURIZED CENTER THIRD; REINFORCED EDGE SUPPORT
Upholstery:	SYNTHETIC FIBER PAD INSULATOR; TOPPER: 13/8" ZONED CONVOLUTED FOAM
Quilt Fill:	COMFORT QUILT® WITH FLAME BLOCKER™; ONE LAYER OF 7/8" ZONED CONVOLUTED FOAM; 1 LAYER OF BATT FLAME BLOCKER; ONE LAYER OF 1/4" POLYURETHANE FOAM
Border:	MULTI-NEEDLE QUILTED
Cover:	BURLINGTON MONITOR; TREATED TO PASS NFPA 701
Flammability:	PASSES NFPA 107; KEVLAR THREAD; CERTIFIED TO BE MANUFACTURED IN ACCORDANCE WITH THE CAL TB-603
Warranty:	TEN YEARS NON PRORATED
Distribution:	KING, QUEEN OR FULL XL MATTRESS AT GUESTROOMS
General:	* ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS. ** QUEEN SIZE (STD.KING: 992; FULL XL: 748)

Product Specification:

Serta® Perfect Sleeper's Dream Structure™ King/Queen/Full XL Mattress

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for suppliers.)

MFR Stock #:	610042
Size:	KING: 76" x 79½" / QUEEN: 60" x 79½" / FULL XL: 53" x 79½"
Innerspring:	**848 CONTINUOUS WIRE COIL; 141/2 GAUGE; SIX GAUGE BORDER WIRE; POSTURIZED CENTER THIRD; DUAL POSTURE EDGE
Upholstery:	SYNTHETIC FIBER PAD INSULATOR; TOPPER: 11/2" ZONED CONVOLUTED FOAM
Quilt Fill:	COMFORT QUILT® WITH FLAME BLOCKER™; ONE LAYER OF 7/8" ZONED CONVOLUTED FOAM; 1 LAYER OF BATT FLAME BLOCKER; ONE LAYER OF 1/2" POLYURETHANE FOAM
Border:	MULTI-NEEDLE QUILTED
Cover:	BURLINGTON CREAM SNOW; TREATED TO PASS NFPA 701
Flammability:	PASSES NFPA 107; KEVLAR THREAD; CERTIFIED TO BE MANUFACTURED IN ACCORDANCE WITH THE CAL TB-603
Warranty:	TEN YEARS NON PRORATED
Distribution:	KING, QUEEN OR FULL XL MATTRESS AT GUESTROOMS
General:	* ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS. ** QUEEN SIZE (STD.KING: 1040; FULL XL: 796)



Building and Furnishing

Product Specification:

Spring Air® Brentwood King/Queen/Full XL Mattress

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for suppliers.)

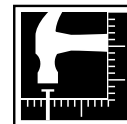
MFR Stock #:	KING: NC146140 / QUEEN: NC146130/ FULL XL: NC146121
Size:	KING: 76" X 80"/ QUEEN: 60" X 80"/ FULL XL: 54" X 80"
Innerspring:	COMFORT CARESS INNER SPRING DESIGN; 725** COIL, 14.5 & 14 GAUGE LFK: BACK SUPPORTER; FOAM ENCASED; POSTURIZED CENTER THIRD
Upholstery:	SLEEP SHIELD
Quilt Fill:	7/8" DENSIFIED POLYESTER PAD; 1" DENSIFIED COTTON PAD
Border:	MULTI-NEEDLE QUILTED
Cover:	TREATED TO PASS NFPA 701; HIGH LOFT FIRE RETARDANT FABRIC; BURLINGTON BLUE ICE; 7/8" SUPER SOFT FOAM; TREATED TO RESIST STAINS
Flammability:	NFPA VBS #701; KEVLAR THREAD; CERTIFIED TO BE MANUFACTURED IN ACCORDANCE WITH THE CA BUREAU OF HOME FURNISHINGS TECHNICAL BULLETIN 603*
Warranty:	10/10
Distribution:	KING, QUEEN OR FULL XL MATTRESS AT GUESTROOMS
General:	TURN LABELS; LAW TAGS; HEIGHT 12" +/- 1/2" * ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS ** QUEEN SIZE (KING: 928; CAL.KING: 961; FULL XL: 638)

Product Specification:

Spring Air® Grand Suite King/Queen/Full XL Mattress

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for suppliers.)

MFR Stock #:	KING: NC145140/ QUEEN NC145130/ FULL XL NC145121
Size:	KING: 76" X 80"/ QUEEN: 60" X 80"/ FULL XL: 54" X 80"
Innerspring:	COMFORT CARESS INNER SPRING DESIGN; 725** COIL, 14.5 & 14 GAUGE LFK: BACK SUPPORTER; FOAM ENCASED; POSTURIZED CENTER THIRD
Upholstery:	SLEEP SHIELD
Quilt Fill:	7/8" DENSIFIED POLYESTER PAD; 7/8" DENSIFIED COTTON PAD
Border:	MULTI-NEEDLE QUILTED
Cover:	TREATED TO PASS NFPA 701; HIGH LOFT FIRE RETARDANT FABRIC; BURLINGTON BLUE ICE; 7/8" SUPER SOFT FOAM; TREATED TO RESIST STAINS
Flammability:	NFPA VBS #701; KEVLAR THREAD; CERTIFIED TO BE MANUFACTURED IN ACCORDANCE WITH THE CA BUREAU OF HOME FURNISHINGS TECHNICAL BULLETIN 603*
Warranty:	10/10
Distribution:	KING, QUEEN OR FULL XL MATTRESS AT GUESTROOMS
General:	TURN LABELS; LAW TAGS; HEIGHT 13" +/- 1/2" * ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS ** QUEEN SIZE (KING: 928; CAL.KING: 961; FULL XL: 638)



Building and Furnishing

D. Box Springs

All box springs must be Serta® Perfect Sleeper's Tranquility Nights™ (minimum), Serta® Perfect Sleeper's Dream Structure™, Spring Air® Brentwood or Spring Air® Grand Suite and must meet the specifications that follow. All substitutions must be submitted to Hampton Brand Management, 755 Crossover Lane, Memphis, TN 38117 prior to ordering for approval. Once approved, the order may be processed. Any non-approved beds are at risk of being rejected, therefore replaced, in order to comply with standards.

Approved manufacturer's labels, which include Federal law labels, identification labels, turn labels, and certification and specification labels, must be on each bed set.

Product Specification:

Serta® Perfect Sleeper's Tranquility Nights™ King/Queen/Full XL Box Springs

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for suppliers.)

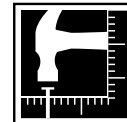
MFR Stock #:	620042
Size:	KING: 76" x 79 1/2" / QUEEN: 60" x 79 1/2" / FULL XL: 53" x 79 1/2"
Spring Unit:	**532 123/4 GAUGE; CONTINUOUS WIRE UNIT; SIX GAUGE BORDER WIRE; POSTURIZED CENTER THIRD; REINFORCED EDGE SUPPORT
Insulator:	HEAVY DUTY FIBER PAD
Border:	MULTI-NEEDLE QUILTED
Cover:	NON-SKID TOP
Flammability:	PASSES NFPA 107; KEVLAR THREAD; CERTIFIED TO BE MANUFACTURED IN ACCORDANCE WITH THE CAL TB-603
Warranty:	TEN YEARS NON PRORATED
Notes:	CORNER GUARDS; TURN LABELS; DUST COVER
Distribution:	KING, QUEEN OR FULL XL BOX SPRINGS AT GUESTROOMS
General:	*ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS. **QUEEN SIZE (STD.KING: 672; FULL XL: 476)

Product Specification:

Serta® Perfect Sleeper's Dream Structure™ King/Queen/Full XL Box Springs

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for suppliers.)

MFR Stock #:	610042
Size:	KING: 76" x 79 1/2" / QUEEN: 60" x 79 1/2" / FULL XL: 53" x 79 1/2"
Spring Unit:	**532 123/4 GAUGE; CONTINUOUS WIRE UNIT; SIX GAUGE BORDER WIRE; POSTURIZED CENTER THIRD; REINFORCED EDGE SUPPORT
Insulator:	HEAVY DUTY FIBER PAD
Border:	MULTI-NEEDLE QUILTED
Cover:	NON-SKID TOP
Flammability:	PASSES NFPA 107; KEVLAR THREAD; CERTIFIED TO BE MANUFACTURED IN ACCORDANCE WITH THE CAL TB-603
Warranty:	TEN YEARS NON PRORATED
Notes:	CORNER GUARDS; TURN LABELS; DUST COVER
Distribution:	KING, QUEEN OR FULL XL BOX SPRINGS AT GUESTROOMS
General:	*ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS. **QUEEN SIZE (STD.KING: 672; FULL XL: 476)



Building and Furnishing

Product Specification:

Spring Air® Brentwood Box Springs King/Queen/Full XL Box Springs

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for suppliers.)

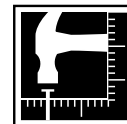
MFR Stock #:	KING: NC146311/ QUEEN: NC146330/ FULL XL: NC146321
Size:	KING: 76" X 80"/ QUEEN: 60" X 80"/ FULL XL: 54" X 80"
Spring Unit:	**416 13" GAUGE SH PEZ; CONTINUOUS WIRE UNIT; SIX GAUGE BORDER WIRE; REINFORCED EDGE SUPPORT
Insulator:	1" DENSIFIED COTTON PAD
Border:	MULTI-NEEDLE QUILTED
Cover:	NON-SKID TOP; TREATED TO PASS NFPA 701; HIGH LOFT FIRE RETARDANT FABRIC; BURLINGTON BLUE ICE; 7/8" SUPER SOFT FOAM; TREATED TO RESIST STAINS
Flammability:	PASSES NFPA 107; KEVLAR THREAD; CERTIFIED TO BE MANUFACTURED IN ACCORDANCE WITH THE CA BUREAU OF HOME FURNISHINGS TECHNICAL BULLETIN 603*
Warranty:	TEN YEARS NON PRORATED
Notes:	CORNER GUARDS; TURN LABELS; DUST COVER
Distribution:	KING, QUEEN OR FULL XL BOX SPRINGS AT GUESTROOMS
General:	*ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS. HEIGHT 7 1/2" +/- 1/4" **QUEEN SIZE (KING: 486; CAL.KING: 520; FULL XL: 364)

Product Specification:

Spring Air® Grand Suite Box Springs King/Queen/Full XL Box Springs

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for suppliers.)

MFR Stock #:	KING: NC145311/ QUEEN: NC145330/ FULL XL: NC145321
Size:	KING: 76" X 80"/ QUEEN: 60" X 80"/ FULL XL: 54" X 80"
Spring Unit:	**416 13" GAUGE SH PEZ; CONTINUOUS WIRE UNIT; SIX GAUGE BORDER WIRE; REINFORCED EDGE SUPPORT
Insulator:	1" DENSIFIED COTTON PAD
Border:	MULTI-NEEDLE QUILTED
Cover:	NON-SKID TOP; TREATED TO PASS NFPA 701; HIGH LOFT FIRE RETARDANT FABRIC; BURLINGTON BLUE ICE; 7/8" SUPER SOFT FOAM; TREATED TO RESIST STAINS
Flammability:	PASSES NFPA 107; KEVLAR THREAD; CERTIFIED TO BE MANUFACTURED IN ACCORDANCE WITH THE CA BUREAU OF HOME FURNISHINGS TECHNICAL BULLETIN 603*
Warranty:	TEN YEARS NON PRORATED
Notes:	CORNER GUARDS; TURN LABELS; DUST COVER
Distribution:	KING, QUEEN OR FULL XL BOX SPRINGS AT GUESTROOMS
General:	*ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS. HEIGHT 7 1/2" +/- 1/4" **QUEEN SIZE (KING: 486; CAL.KING: 520; FULL XL: 364)



Building and Furnishing

E. Bed Skirts

Hampton approved bed skirts are constructed from a proprietary fabric from Robert Allen Group. Robert Allen Group must be utilized upon bed skirt replacement. Robert Allen Group is the recommended manufacturer of completed bed skirts. All substitutions must be submitted to Hampton Brand Management, 755 Crossover Lane, Memphis, TN 38117 for approval. Once approved, the order may be processed.

Hotels that purchased and installed MIH Generation II bedding (bed skirt and coverlet) that is less than one year old as of December 31, 2005, may continue to use the Generation II bed skirt with the New Hampton Bedding as long as a color-coordinating lumbar pillow cover is purchased and installed. Approved colors are cinnabar, raffia, sand, pear and azure.

Bed skirts must be constructed so that the length is one inch or less above the finished floor.

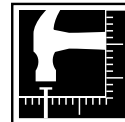
Product Specification: King/Queen/Full XL Bed Skirt

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for Robert Allen Group contact information.)

Fabric width:	54½"
Repeat:	6.75" VERTICAL, 5.5" HORIZONTAL
Fabric:	100 PERCENT FIRE RESISTANT POLYESTER; FABRIC MUST BE OF CONTRACT QUALITY AND SUITABLE FOR COMMERCIAL USE. FABRIC MUST BE FIRST RUN GOODS FROM FULL BOLTS. PRINTING, DYEING AND FINISHING METHODS SHOULD BE APPROPRIATE FOR USE OF FABRIC. FABRIC SHOULD BE PRE-SHRUNK, NON-FADING, NON-CROCKING, AND NONPILLING
Flammability:	ALL FABRICATION, LINING AND FABRIC must MEET LOCAL FIRE CODES
Style:	FIVE-PLEAT TAILORED BED SKIRT WITH 4" END CAPS
Decking:	SKIRT TO HAVE POLYESTER DECKING WITH 4" (100MM) WIDE PLATFORM STRIPS ON PERIMETER. PLATFORM STRIPS TO BE OF FACE FABRIC. DECKING MUST BE FLAME PROOF
Stitching:	ALL STITCHING TO BE DOUBLE OVERLOCKED AND SAFETY STITCHED.
Hem:	SKIRT HEM IS A 1" STRAIGHT NEEDLE HEM. THREAD COLOR MUST MATCH FABRIC
Pleats:	KING AND QUEEN: KING AND QUEEN SKIRTS HAVE FIVE INVERTED PLEATS. ONE PLEAT IS LOCATED AT THE CENTER OF EACH OF THREE SIDES AND AT BOTH END CORNERS FULL: FULL SKIRTS HAVE FOUR INVERTED PLEATS. ONE PLEAT IS LOCATED AT THE CENTER OF TWO SIDES AND AT BOTH END CORNERS

F. Quilted Fitted Mattress Pads

Each bed requires a quilted fitted mattress pad which completely covers the mattress with allowance for normal shrinkage after laundering (not to exceed 5" on any side). A quantity of one turn, plus ten percent is required.



Building and Furnishing

Product Specification: King/Queen/Full XL Quilted Fitted Mattress Pads

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for suppliers.)

Fabric: 50/50 cotton/poly blend top and bottom fabric

G. Duvets and Covers

1. Duvet Inserts

Each standard and Murphy bed must have a duvet insert and cover. Our Hampton approved duvet insert has a hypoallergenic synthetic fill. Duvet inserts must be washed on an as-needed basis or at least quarterly. A quantity of one turn plus ten percent is required.

Product Specification: King/Queen/Full XL Duvet Insert

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for supplier.)

Thread Count: 250

Cover: 60/40 POLY COTTON BLEND WITH WHITE ON WHITE WOVEN STRIPE

Fill: Hypoallergenic poly

Size: King: 110 x 95/ Queen: 98 x 95/ Full: 92 x 95

Weight: King: 54 oz/ Queen: 48.6 oz/ Full: 45 oz

2. Duvet Covers

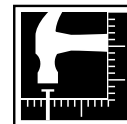
Each standard and Murphy bed must have a duvet insert and cover. A quantity of three turns of duvet covers is required.

Product Specification: King/Queen/Full XL Duvet Cover

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for supplier.)

H. Sheets

1. A quantity of two and one-half turns is required for both flat and fitted sheets. Standard beds must have two sheets provided per bed—one flat, one fitted. Sheets must be white.
2. The sheets that have been specified as part of the new Hampton Bedding Experience will be phased-out in 2006-2007. During the normal replacement rotation, purchase new sheets as specified below. Complete inventory replacement must be made by December 31, 2007.



Building and Furnishing

Product Specification: King/Queen/Full XL Sheets

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for supplier.)

Label: ALL SHEETS HAVE A LABEL STATING "HH COLLECTION"
 Thread Count: 200
 Fabric: 60 PERCENT COTTON/40 PERCENT POLYESTER
 Hem size: 4" HEM AT TOP OF FLAT SHEET. 1" HEM AT THE FOOT. HEM IS COLOR CODED FOR SIZE DISTINCTION ON BOTH FLAT AND FITTED SHEETS.

3. Minimum sheet sizes and hem thread colors are specified as follows.

BED TYPE	BED SIZE	FLAT SHEET MINIMUM SIZE <i>USE WITH FITTED BOTTOM SHEET</i>	FITTED SHEET MINIMUM SIZE <i>DEEP POCKET</i>	HEM THREAD COLOR
FULL	XL 53" x 80"	81" x 110"	54" x 80" x 12"	Light Blue
QUEEN	60" x 80"	87" x 110"	60" x 80" x 12"	Navy
KING	76" X 80"	103" x 110"	78" x 80" x 12"	Orange

NOTE: Sheet sizes MUST be coordinated with mattress selection. Serta Perfect Sleeper's Dream Structure™ mattress set or other thick mattress sets may require deep pocket sheets and should be coordinated carefully. Suggested sheet sizes for thick mattress sets: F 92" x 128", Q 102" x 128", K 116" x 128".

I. Pillowcases

The Hampton pillowcase with the honeycomb logo print will be phased out in 2006 to a plain white, 250 thread-count pillowcase with satin piping trim. The plain white pillowcase must be in place in all hotels by December 31, 2007. A quantity of two and one-half turns is required.

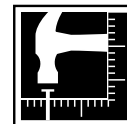
As of May 31, 2006, king-size pillows/pillowcases will no longer be acceptable.

Recommended: Pillowcases must match per bed or per room. Mixing of honeycomb print pillowcases and plain pillowcases on a bed or room is not recommended.

Product Specification: Jumbo Pillowcases

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for supplier.)

Size: 42" X 35
 Trim: 1/8" SATIN PIPING
 Fabric: 60 PERCENT COTTON/40 PERCENT POLYESTER
 Label: HH COLLECTION
 Hem thread color: LIGHT BLUE

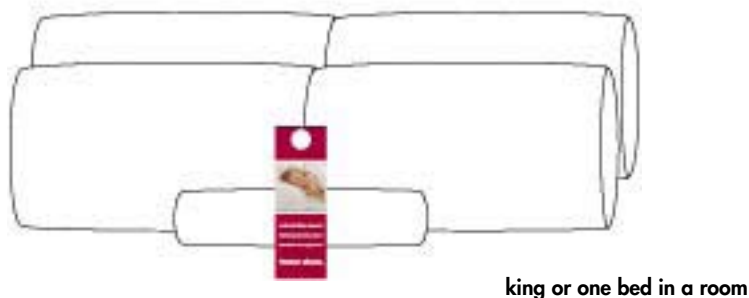
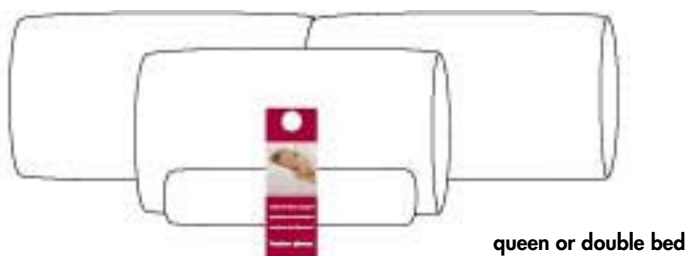


Building and Furnishing

J. Pillows

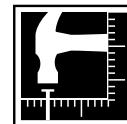
Every Hampton guest room will have both jumbo feather and jumbo synthetic pillows.

King-size pillows/pillowcases are not acceptable. A red “freshen please” service signal goes on one bed in each room. Arrange pillows in this way:



1. King beds have four pillows:
 - a. Two jumbo feather pillows on one side
 - b. Two jumbo synthetic pillows on the other side
2. Rooms with two queen or double bed have three pillows on each bed:
 - a. Three jumbo feather pillows on one bed
 - b. Three jumbo synthetic pillows on the other bed
3. Rooms with one bed, regardless of the size of the bed, are to be treated as king bed rooms. The bed has four pillows:
 - a. Two jumbo feather pillows on one side
 - b. Two jumbo synthetic pillows on the other side

No other pillows are required in the room, i.e., for a sofa sleeper. Pillows to be positioned as overlapping and standing against the headboard. All pillows must comply with the following specifications.



Building and Furnishing

Product Specification: Jumbo Synthetic Pillows

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for supplier.)

Manufacturer:	DOWNLITE
Style:	BRENTHAVEN CLUSTER GREEN PILLOW
Dimensions:	JUMBO, 20" X 28"
Fill:	23 OZ. (JUMBO) MINIMUM FILL WEIGHT. FILL TYPE TO BE CLUSTER FIBER, SHORT STAPLE, SILICONIZED, EXTRA REFINED, MICRO BLEND, POLYESTER AND HYPO ALLERGENIC.
Tick:	T240, 100% COTTON.
Close:	OVERLOCK, SELF PIPE
Description:	TIGHT CLUSTERS INCORPORATING A DUAL COMPONENT FIBER OF 1.25" STAPLE, SILICONIZED, HOLLO CORE, BI COMPONENT (CHEMICALLY CRIMPED) CONJUGATE IN A BLEND WITH A SILICONIZED MICRO DENIER FIBER
Distribution:	KING, QUEEN OR FULL XL BED IN TYPICAL GUEST ROOM
General:	*ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS.

Product Specification: Feather/Down Pillows

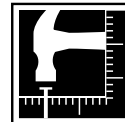
(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for supplier.)

Manufacturer:	PACIFIC COAST
Style:	TOUCH OF DOWN
Dimensions:	JUMBO, 20" X 28"
Fill:	29 OZ. (JUMBO); OUTER CHAMBER: HYPERCLEAN DOWN; INNER CHAMBER: 95 PERCENT SMALL WHOLE FEATHERS / FIVE PERCENT DOWN.
Tick:	BARRIER WEAVE; 230 THREAD COUNT; 100 PERCENT COTTON
Cambric:	WHITE; OUTER: 185 THREAD COUNT, 100 PERCENT COTTON (INNER); DOUBLE NEEDLE SEWN EDGE.
Label:	PACIFIC COAST WOVEN LABEL
Distribution:	KING, QUEEN OR FULL XL BED IN TYPICAL GUESTROOM
General:	*ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS.

Product Specification: Feather/Down Pillows

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for supplier.)

Manufacturer:	GUEST SUPPLY
Style:	DOWN DREAMS
Dimensions:	JUMBO, 20" X 28"
Fill:	29 OZ. (JUMBO); OUTER CHAMBER: SUPERCLEAN DOWN; INNER CHAMBER: 95 PERCENT SMALL WHOLE FEATHERS/5 PERCENT DOWN
Tick:	DOWN PROOF T233 THREAD COUNT, 100 PERCENT COTTON (INNER); WHITE (100 PERCENT COTTON)
Label:	85 PERCENT FEATHERS/15 PERCENT DOWN
Edge:	DOUBLE NEEDLE SEWN
Distribution:	KING, QUEEN OR FULL XL BED IN TYPICAL GUESTROOM
General:	* ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE AND LIFE SAFETY CODES, AND HAMPTON INN STANDARDS.



Building and Furnishing

K. Lumbar Pillows and Covers

1. Lumbar Pillows

One accent/lumbar pillow with cover must be placed on each standard bed. Pillow cover color must match color of bed skirt. A quantity of one turn plus ten percent is required.

Product Specification: Lumbar pillows

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for supplier.)

Thread count:	200
Fabric:	100 PERCENT COTTON
Fill:	POLYESTER
Weight:	14 OZ
Size:	ONE SIZE 12 X 24

2. Lumbar Pillow Covers

Lumbar pillow cover color must match bed skirt color. Approved color selections are cinnabar, raffia, sand, pear and azure. A quantity of three turns is required.

Product Specification: Accent/lumbar pillow covers

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for supplier.)

L. Blankets and Bags

1. There must be one blanket per room. Blankets are not to be placed on beds. Blankets must be stored in a closet or drawer in an approved, zippered plastic bag.

Product Specification: Blankets

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for supplier.)

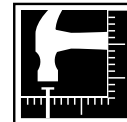
Fabric:	FLEXIBLE POLYURETHANE FOAM WITH 100 PERCENT NYLON FACE ON AN INSULATION BASE
Hem:	ONE INCH, TWO-NEEDLE SELF-HEM
Size:	KING: 108" X 90" FINISHED SIZE; QUEEN: 80" X 90" FINISHED SIZE; FULL: 72" X 90" FINISHED SIZE

2. Blanket Bag

Blankets must be stored in an approved zippered plastic bag in either a closet or drawer.

Product Specification: Blankets Bags

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for supplier.)



Building and Furnishing

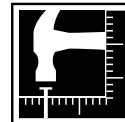
309.10 Furnishings

- A. General - (Refer to the Standard Room Layouts, [Standard 313.00](#), for specific furniture required for each room type.)
1. All casegoods provided must have high pressure laminate tops with overall thickness of $\frac{3}{4}$ " and a minimum density flakeboard of 45 lbs. Front edges must have solid wood trim incorporated into the cabinet construction. Drawers must have side mounted, 75 lb. capacity, ball bearing roller glides with positive stops. Drawer sides to be French dovetailed to drawer front and tenon and dadoed to drawer back. Drawer bottom to be grooved, stapled and glued to drawer front, back and sides. Drawer sides and bottom interiors to be smooth and sealed. Bottom edges to be PVC bonded to prevent moisture absorption.
 2. All furniture is to reflect a residential character and to be of contract quality.
 3. Under a change of ownership, conversion or re-licensing, any casegoods over ten years old must be replaced.
 4. *Guestrooms* with closets may have casegoods with 20" depth except for the executive desk unit, which must be a minimum 28" in depth.
 5. All Hometown prototype hotels must utilize one of the mandatory Hampton Hometown FF&E packages. These packages are optional for all other Hampton hotels. These specifications may be found on the hamptonfranchise.com website.

B. Headboards

Each permanent bed must have a headboard that is wall-mounted or otherwise anchored to the wall. The bottom of the headboard must be between 1" below and $\frac{1}{2}$ " above the top of the mattress. The headboard must be fabricated in approved finishes and styles (Hampton Oval or Hampton Panel are pre-approved designs; all others must still obtain approval). Art work should not be mounted above these headboards due to their height.

Minimum dimensions:	King	76"w x 36"h x $1\frac{1}{2}$ "d
	Queen	60"w x 36"h x $1\frac{1}{2}$ "d
	Full XL	53"w x 36"h x $1\frac{1}{2}$ "d*
		(*allowed only in existing hotels)



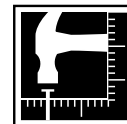
Building and Furnishing

Product Specification: King/Queen/Full XL Oval Headboard

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for ordering information.)

Specifications: "HAMPTON OVAL"

Dimensions:	76" / 60" / 53" w x 1 1/2" d x 36" h
Finish:	GM: STAIN TO MATCH NEVAMAR #W-8-371T "GRAND ISLE MAPLE" (LOW LUSTER) - FOR COLOR ONLY GB: STAIN TO MATCH NEVAMAR #WZ-0017T "GALLOWAY BURL- DARK MAOHOGANY" (LOW LUSTER) - FOR COLOR ONLY WC: STAIN TO MATCH NEVAMAR #WC-0045E "WILD CHERRY"-(LOW LUSTER) FOR COLOR ONLY
Finish Note:	FINISH OPTION TO BE SELECTED BY FRANCHISEE; SELECTED OPTION TO APPLY TO ALL CASEGOODS IN PACKAGE .
Construction:	NO LEGS TO FLOOR; PROVIDE RECESSED RABBET IN BACK OF PANEL TO FIT INTO WOOD CLEAT FOR FLUSH WALL MOUNTING; PROVIDE WOOD CLEATS FOR WALL MOUNTING.
Notes:	INDUSTRIAL GRADE FRAME CONSTRUCTED OF 3/4" THICK PARTICLEBOARD WITH CHERRY VENEERS; SOLID KILN DRIED HARDWOOD MOLDINGS; TOP OF HEADBOARD MUST BE AT LEAST 34" ABOVE TOP OF MATTRESS.
Reference:	ALTERNATE DESIGN MAY BE SUBMITTED TO HAMPTON BRAND FOR APPROVAL
Distribution:	WALL MOUNTED FLUSH ABOVE BED
General:	* ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS. * FABRICATOR MUST REVIEW DESIGN CONCEPT AND INFORM PURCHASING AGENT OF ANY PROBLEMS OR DISCREPANCIES PRIOR TO FABRICATION. * FABRICATOR MUST PROVIDE A STRUCTURALLY SOUND PRODUCT WITH PROPER PROPORTIONS TO INSURE STABILITY AND PREVENT TIPPING. * WHERE APPLICABLE, ALL WOOD PARTS MUST BE TREATED FOR WOOD WORMS.



Building and Furnishing

Product Specification: King/Queen/Full XL Panel Headboard

Manufacturer: JTB Furniture

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for ordering information.)

Description: KING/ QUEEN/ FULL XL PANEL HEADBOARD

MFR Stock # 2-8960K-00-105 / 3-8960Q-00-105 / 2-8960F-00-105

Specifications: "HAMPTON PANEL"

Dimensions: 76" / 60" / 53"w x 1½"d x 36"h

Finish: GM: STAIN TO MATCH NEVAMAR #W-8-371T "GRAND ISLE MAPLE" (LOW LUSTER) – FOR COLOR ONLY.

GB: STAIN TO MATCH NEVAMAR #WZ-0017T "GALLOWAY BURL- DARK MAHOGANY" (LOW LUSTER) - FOR COLOR ONLY.

WC: STAIN TO MATCH NEVAMAR #WC-0045E "WILD CHERRY"(LOW LUSTER) FOR COLOR ONLY.

Finish Note: FINISH OPTION TO BE SELECTED BY FRANCHISEE; SELECTED OPTION TO APPLY TO ALL CASEGOODS IN PACKAGE .

Construction: NO LEGS TO FLOOR; PROVIDE RECESSED RABBET IN BACK OF PANEL TO FIT INTO WOOD CLEAT FOR FLUSH WALL MOUNTING; PROVIDE WOOD CLEATS FOR WALL MOUNTING.

Notes: INDUSTRIAL GRADE FRAME CONSTRUCTED OF ¾" THICK PARTICLEBOARD WITH CHERRY VENEERS; SOLID KILN DRIED HARDWOOD MOLDINGS; TOP OF HEADBOARD MUST BE AT LEAST 34" ABOVE TOP OF MATTRESS.

Reference: ALTERNATE DESIGN MAY BE SUBMITTED TO HAMPTON BRAND FOR APPROVAL.

Distribution: WALL MOUNTED FLUSH ABOVE BED

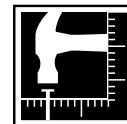
General: *ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS.
 * FABRICATOR MUST REVIEW DESIGN CONCEPT AND INFORM PURCHASING AGENT OF ANY PROBLEMS OR DISCREPANCIES PRIOR TO FABRICATION.
 * FABRICATOR MUST PROVIDE A STRUCTURALLY SOUND PRODUCT WITH PROPER PROPORTIONS TO INSURE STABILITY AND PREVENT TIPPING.
 * WHERE APPLICABLE, ALL WOOD PARTS MUST BE TREATED FOR WOOD WORMS.

C. Nightstand

All nightstands are required to have a minimum of one drawer, side glides, and recessed back (when back is closed) and be free standing. Heights may range from 24" to 28". The top surface must be within 4" of the top of the mattress. Existing properties may utilize existing 24"h nightstands after raising beds until casegoods are replaced. Minimum dimensions: 24"w x 16"d x 24"h. 18"w minimum allowed only where shown on the prototype drawings.

D. Sofa Sleeper

Sofa sleepers must have a top quality, heavy duty, full-size 54" bed mechanism unit with an innerspring mattress which complies with the same codes as standard bedding (see Bedding, [Standard 309.09](#)). The sofa sleeper must have a tight back or attached back cushions. Seat cushions must be reversible. Minimum dimensions: 64"w x 35"d x 30"h.



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Cushion must be 1.8 foam core with 1.25 oz. Thermafiber wrap and meet California Bulletin #117.

E. Lounge Chair with Ottoman or Chaise Lounge Chair

Either a lounge chair with a matching ottoman or a chaise lounge chair is required where shown on the standard room layouts at the end of this section. All pieces must be comfortable and fully upholstered. If the ottoman has casters, they must be concealed. Chaise must have a reversible seat cushion with ventilation at the zippers and is recommended to have a single arm. Recliners are no longer allowed.

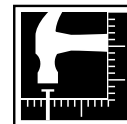
Minimum dimensions: Lounge Chair	30"w x 32"d x 32"h
Ottoman	24"w x 18"d x 15"h
Chaise	29"w x 65"d x 32"h, 18"h seat

F. Work Surface/Desk

1. Each guest room/suite must be provided with a work surface in the form of an executive desk unit or curved desk unit as shown in the Standard Room Layouts, [Standard 313.00](#). Only executive desk type units are allowed in the Hampton Inn & Suites studio suites and they are not allowed to be built-in.
2. The executive desk unit must have a surface of 1344 sq. in. minimum in the form of 48"w x 28"d x 30"h (1.22m x .71m x .76m). Desks 36"w x 20"d are allowed for the Style Right case goods when necessary.
3. The curved desk unit must be in the form of 72"w x 28"d x 30"h (1.83m x 0.91m x .76m) as shown in Standard 313.00. The curved desk must have a 1/4" thick plastic laminate top with a PVC T-edge or solid wood edge and 2" backplash. A grommet must be placed in the top for electrical or phone cords. Plans should be submitted to the desk manufacturer for verification of the number of right and left hand units.

G. Desk Chair(s)

1. A fully upholstered chair (25"w x 26"d x 36¹/₄"h) is required at the desk in each guest room. The desk chair must be provided with arms, 5-star base with casters, pneumatic lift extending a minimum of 20", black finish, and black casters. Arms must be coordinated with clearance under the desk. Chair heights must not be locked into an adjustable height position for the arms to clear the desk, preventing full extension.
2. Where shown on the standard room layouts at the end of this section, a secondary desk chair—an activity chair—is required in addition to the ergonomic chair. This desk chair must have an upholstered, foam-padded seat and a full back rest. An upholstered back is recommended for the reduction of damage to the chair back from the desk. Arms are recommended. Stack chairs are not permitted. Minimum dimensions: 18"w x 20"d x 32"h.



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H. Bachelors Chest

A chest of drawers must be provided with a minimum of three drawers. A built-in shelf for a VCP is recommended. The VCP shelf is to be used for TV items, i.e., game controls, etc. The chest must be reinforced to hold the required television. Recessed back and side drawer glides are required. Minimum dimensions: 30"w x 20"d x 36"h for typical unit; corner unit to be 56"w x 39"d x 36"h with a 35½"w front (drawer face) and 15" side returns.

I. Tables

1. Coffee Table

Each sofa sleeper must have a coffee table where shown on the room layouts. Minimum dimensions: 24"w x 18"d x 16"h.

2. End Table

Living rooms in suites must have at least one end table at the sofa. Minimum dimensions: 20"w x 24"d x 24"h.

J. Style Right Package

A furniture wardrobe must be provided in those rooms with no closet. For guest rooms without closets and undergoing relicensing, renovation or change of ownership, consult hamptonfranchise.com or OnQ Insider > Hampton Brand for the Style Right package required for these rooms.

K. Luggage Bench

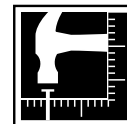
1. A luggage bench must match the other furniture in the guest room. It may be wood or have an upholstered top. A wood bumper 30"w x 4"h x 1"d may be included as wall-mounted above the bench, or be integral to the bench when the bench is located against the wall. A drawer may also be included. Minimum dimensions: 36"w x 22"d x 24"h. Side drawer glides (if drawer is provided) and recessed back are required.
2. Free standing luggage benches shown in the 14'-0" bay King room must be 42"w x 18"d x 22½"h and must have an upholstered attached cushion.

L. Floor Lamps

A floor lamp must be placed beside the chaise lounge chair or lounge chair.

M. Portable Luggage Bench

A portable luggage bench is required in all room types without a permanent luggage bench. The portable luggage bench is to be stored in the closet.



Building and Furnishing

309.11 Artwork/Mirrors

- A. Each guest room, as a minimum, must contain the following wall decor arrangements where shown on the Standard Room Layouts in [Standards 313.00](#):
1. Over Sofa –
Minimum size: 980 sq. in. including frame
 2. Over Desk –
Required to be a framed mirror, except in studio suites.
Mirror minimum size: 24"w x 40"h, including frame;
Mirror minimum: 3/16" polished float glass, free of distortion
Art minimum size (at studio suite): 900 sq. inches including frame
 3. At Lounge Chair –
Minimum size: 980 sq. in. including frame
 4. Over Wet Bar –
Required to be a framed mirror.
Minimum size: 30"w x 36"h including frame
 5. Over Luggage Bench –
Minimum size: 600 sq. in. including frame
 6. On Side Bed Wall –
Minimum size: 980 sq. in. including frame. Center of the artwork/mirror should be 5'4" from the floor.
- B. All framed pictures must include a mat, either single or double, clear glass and security mount. Frames must be 2" minimum, appropriate for a residential setting and coordinate with room furnishings.
- C. Art in general, is mounted approximately 60" to the center of the frame.

309.12 Lighting

- A. Sufficient lighting must be provided in each guest room. The minimum requirements for each respective area must be as follows:
1. There must be a minimum of 30 foot-candles as measured at the surface of the nightstand for reading purposes.
 2. There must be a minimum of 30 foot-candles provided at the surface of the desk.
 3. Lighting of 30 foot-candles measured 5'-0" AFF must be provided in front of each closet.
 4. A minimum of 30 foot-candles must be provided at the luggage bench.

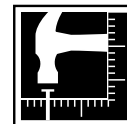


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5. A minimum of 30 foot-candles measured 3'-0" AFF must be provided in the leisure area (lounge chair, sleeper sofa, etc.) at the normal height for reading and writing.
- B. Electrical cords must be as short as possible. Excess length is to be removed or concealed. All wall lamps are to be plug wired and must have cord covers, which extend below the top of the furniture. Cord covers must match the finish of the lamp and extend below the top of the furniture. Extension cords are not permitted.
- C. The guest room entry light should be a surface/ceiling mounted light fixture with (2) PLI8 watt fluorescent lamps minimum (2700 Kelvin and 84 CRI).
- D. Guest Room Luggage Light

A wall mount light must be provided over the luggage bench when applicable. It may be plug wired or hard wired and be switched on the lamp or at the entry; however, in the handicap accessible rooms, it cannot have a lamp switch and must be switched separately at the entry. All designs must be submitted to the Hampton Brand for approval prior to purchase.
- E. Guest Room Bedside Light

Single beds require one fixture, wall-mounted or table lamps (30 foot-candles each), for each side of the bed. Double-bedded rooms must have a wall-mounted double lamp fixture between the beds with two switches capable of turning on each lamp individually. All fixtures must have an electrical outlet in their bases.
- F. In the 14'-0" bay king rooms, a welcome light model #1535-Black by Trinity Lighting, must be provided on the bachelors chest behind the TV, when the free-standing corner bachelor chest is used. The light must be switched at the entry but separately from the entry light.



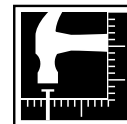
Building and Furnishing

Product Specification: King Room Welcome Light

Supplier:	Trinity Lighting 2902 Quality Way Jonesboro, AR 72401
Contact:	Robyn Smith (870) 972 1177 (870) 972 6381 fax
Description:	WELCOME LIGHT IN TYPICAL KING ROOM
MFR Stock #	1535 - BLACK
Specifications	
Dimensions:	6" ROUND BASE, 18 $\frac{1}{4}$ "h
Finish:	BLACK POWDERCOAT
Switch:	NO SWITCH, SWITCHED AT ENTRY
Cord:	8' CORD SET
Lamp:	ONE (1) LOW PROFILE FLUORESCENT SPRINGLAMP – EQUIVALENT TO 100 WATT INCANDESCENT. 2700 KELVIN MINIMUM, 84 CRI, 1850 LUMENS, 10,000 HOURS - AVERAGE LIFE RECOMMEND – TCP #28927 (SOLD SEPARATELY)
Notes:	FOR VERSION 5 HAMPTON PROTOTYPE AND VERSION 3 HAMPTON INN & SUITES PROTOTYPE. LAMP NOT FOR USE WITH INCANDESCENT BULBS.
Distribution:	WELCOME LIGHT BEHIND TELEVISION ON CORNER BACHELOR'S CHEST IN TYPICAL KING ROOM
General:	*MUST BE UL APPROVED AND LABELED. *ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HILTON PLANNING AND DESIGN STANDARDS. *ALL METAL PARTS MUST BE GUARANTEED AGAINST RUST, CORROSION, AND SCRATCHING. *FABRICATOR MUST REVIEW DESIGN CONCEPT AND INFORM PURCHASING AGENT OF ANY PROBLEMS OR DISCREPANCIES PRIOR TO FABRICATION.

- G. Compact fluorescent lamps (light bulbs) are required where possible and must be instant start, flicker-free and yield 2700 Kelvin temperature and 1750 initial lumens (minimum). These lamps will most closely resemble standard incandescent lamps. A mixture of cool and warm lamps will not be allowed.

The following are examples of compact fluorescents that may be used; however, each varies in height and should be coordinated with fixtures such as lamp sizes or harp heights prior to purchasing mass quantities. Other manufacturers' models may be used as long as the bulbs meet minimum Kelvin temperature and lumens. When other manufacturers' models are used, a specification sheet must be kept on file.



Building and Furnishing

MANUFACTURER/ MODEL	WATTAGE	INCANDESCENT WATTAGE COMPARISON	INITIAL LUMENS	MAX. OVERALL LENGTH (INCHES)	DIAMETER (INCHES)	LIFE HOURS
TCP # 28927	27	100	1850	5.70	2.70	10,000
TCP # 28927M *	27	100	1800	5.25	2.30	10,000
TCP # 28930BD *	30	120	2000	5.30	2.70	10,000
H #SS530-30	30	120	2100	4.90	2.70	10,000

TCP: Technical Consumer Products; H: Harmony Lighting

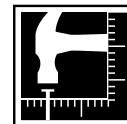
* Abbreviation meaning: 'M' – "mini" lamp for shorter lengths; 'BD' – "base down" lamps which may ONLY be used where the fixture is open and the standard screw-in base is facing down at the floor.

- H. Light fixture finish must be appropriate to the overall design of the room. A powdercoat painted finish or anodized aluminum finish is recommended. Plastic is not permitted except for the switch.
- I. Lampshades must be of light-colored, translucent material to distribute light throughout the room. Opaque or dark-colored shades are not allowed since they direct light only up or down, not throughout the guest room. Lampshades throughout the guest rooms must be coordinated (same style, color, and material).
- J. All plug-in type fixtures must have a minimum of one electrical outlet in the base. Desk lamps must have a minimum of two.
- K. See Standard Room Layouts, [Standard 313.00](#), for light fixture locations.
- L. Swag light fixtures are not permitted.
- M. Light fixtures overall suggested heights:
 - Desk Lamp 22"
 - Floor Lamp 60"
- N. Light fixture suggested mounting heights to bottom of shade (these can differ depending upon style of fixture):
 - Nightstand 4'-0"
 - Luggage Bench 5'-4"

309.13 Electronics/Communications/HSIA

A. Televisions

1. By January 1, 2010, all guest room televisions must be digital commercial HD LCD units that meet the following specifications:
 - a. Minimum 32" Widescreen (16:9) LCD Screen (Maximum size 42")
 - b. High Definition display capable of receiving 1080i signal (60Hz)
 - c. ATSC Digital Tuner built-in



Building and Furnishing

- d. Pro:Idiom HD Content Protection (only if hotel offers pay-per-view movie content – see below)
- e. Remote control
- f. Recommended units:
 - 1) Phillips Commercial Flat 32" LCD HDTV with Pro:Idiom - # 32HF7945D
 - 2) Phillips Commercial Flat 32" LCD HDTV - # 32HF5335D
 - 3) LG Commercial 32" LCD HD TV with Pro:Idiom - # 32LC5DC
 - 4) LG Commercial 32" LCD HDTV - # 32LC7DC

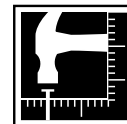
- 2. Pro:Idiom HD Content Protection is required to be built-in to the television only if the hotel utilizes pay-per-view movie services (such as LodgeNet or OnCommand).

NOTE: If hotel offers Premium HD movie content through standard cable, Pro:Idiom can be added through a set top box. Consult your cable company for more information.

- 3. Televisions are to be mounted on a swivel base which allows comfortable viewing from both bed and work desk. (See High-Definition Television FAQ on the Hampton Resource Center for installation details.)
 - a. Television must be mounted on the rear half of the case goods, closest to the wall.
 - b. Wall mounting is not permitted.
 - c. After January 1, 2010, guest room televisions may not be encased within an armoire.
- 4. Televisions must be connected to a master antenna system or cable that is capable of passing high definition (HD) content to all televisions. (See HHC Wiring Guidelines on the Hampton Resource Center.)
- 5. Televisions must not be preprogrammed to automatically turn off after any amount of time. A guest controlled sleep timer is acceptable.
- 6. Electrical cords and cables must be as short as possible. Excess length is to be removed or concealed.

B. Telephone

Each guest room/suite must have a single telephone at the nightstand equipped with a 25 foot cord, and message light. (See [Standard 604.00](#) for additional details.) An additional single line phone may be provided at the desk. If two phones are available, each must be equipped with a 15 foot cord. In studio suites, phones are required at the nightstand and at the desk.



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Emergency dialing instructions must be displayed on the telephone face plate. A speed-dial button may be used as long as the telephone face plate displays the emergency dialing instructions in the event the speed-dial button is inoperable.

C. Clock Radio (MIH)

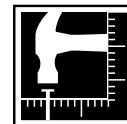
Each guest room must be equipped with a [clock radio](#), Hampton #H1276B as manufactured by SDI Technologies. (See OnQ Insider > Hampton > *Make It Hampton Product Reorder Catalog* for ordering information.) The radio must be located on, but not attached to, the nightstand and the radio buttons must be programmed. No other radios or alarm clocks are acceptable. (See [Standard 300.02](#), Make It Hampton.)

D. Wired or wireless high-speed Internet access is required in all guest rooms and suites.

309.14 Mechanical

- A. Heating, ventilation (fresh air) and air conditioning must be provided for all guest rooms. If thru-wall units are utilized, they must be manufactured by GE (series Zone-line 2800 or 3800) or Amana (series DigiSmart PTC or PTH) or an approved equal.
- B. Condensate must be removed by concealed pipe. The pipe must be connected underground to a storm or sanitary sewer, spill into a dry well underground, or spill into a landscape bed utilizing a 90° elbow connection. Above grade “traps” and excessive piping exposed to view is not permitted.
- C. Thru-wall units must be complete with sub-base containing power connections, a metal sleeve, and four-way air directional diffusers. If PTAC units are not as wide as the window unit in which they are placed, a drywall unit to finish the gap between the PTAC unit and the wall opening must be provided and a window sill utilized.
- D. Guest units must have individual digital, thermostat controlled, year-round heating and cooling with individual control. All new construction must have remote digital thermostats. An energy management set back function may be available with the thermostat, but it is not required.

The INNCOM e4 Smart Digital Thermostat is the preferred thermostat. Other approved thermostats may be found on hamptonfranchise.com on the Approved Alternates List under Standards. All thermostats allow continuous fan operation. Digital thermostats are single-stage, manual or automatic change over with HEAT-OFF-COOL-AUTO system settings and fan ON-AUTO settings; backlit LCD display with temperature, set-point(s) mode and status indication. The thermostats are to be compatible with leading manufacturers such as Amana, Carrier, GE and Trane. While the thermostats remain the same for all applications, the control component must be tailored to the individual manufacturer and PTAC unit. For this reason, INNCOM or a local mechanical contractor must install the controls for communication with the thermostat.



Building and Furnishing

Thermostats are to be located within each guest unit to effectively control the temperature in all areas of the guest unit while avoiding false readings from heat producing devices such as televisions and lamps. The thermostat should be mounted 48" above the floor, maximum, in a convenient location, typically on the bath wall, across the room from the HVAC unit.

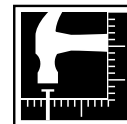
Product Specification: Guest Room Thermostat

Manufacturer:	INNCOM International, Inc. (See OnQ Insider > Hampton > <i>Make It Hampton Product Reorder Catalog</i> for ordering information.)
Description:	REMOTE THERMOSTAT
MFR Stock #	e4 SMART DIGITAL THERMOSTAT
Visit hamptonfranchise.com under Standards – Approved Alternates for more manufacturers.	

309.15 Electrical

(All outlets are to be located as shown on the prototype plans unless code requires otherwise.)

- A. Electrical outlets are to be placed to allow convenient connection of the individual fixtures/lamps specified previously and as outlined on the prototype drawings. Electrical cords must be concealed from view. Additional outlets may be required by code.
- B. Provisions must be made for electrical outlets to supply power to the television set, AM/FM clock radio, microwave and refrigerator (if provided), coffee maker and hair dryer. One electrical outlet must be conveniently located and accessible for use with an iron.
- C. At all desks, the outlet for the desk lamp is to be mounted at the typical height. Two electrical outlets must be provided in the lamp base. High-speed Internet access must be provided 36" AFF.
- D. A wall switch controlling the ceiling-mounted entry light fixture (or the wet bar light fixtures in the studio suites) is required to be located adjacent to the entry door. Coordinate the light switch with the door guard—both are typically mounted at 48" AFF.
- E. Back-to-back power, telephone, television and any other electrical outlets or junction boxes are not permitted between guest rooms/suites. Device boxes in adjacent rooms must be offset a minimum of 6". The National Electric Code or other codes may require the installation of "putty packs" to maintain the fire rating of the wall due to the proximity of outlets to each other on opposite sides of the wall.
- F. All electrical outlets in guest rooms must be located 18" AFF to the center line unless otherwise directed by code. All light switches in guest rooms and guest baths are to be mounted at 48" AFF to the center of the switch. All switchplates and outlet cover plates must match in color and style.



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- G. All electrical wiring must be installed in conduit (MC cable is acceptable) except for wood framed buildings, which may utilize "Romex" if code allows. Television cable, fire alarm and telephone wiring must be in conduit from rooms to the corridor ceiling, if the corridor ceiling is accessible. If the corridor ceiling is not accessible, the cable and wiring systems must be in conduit in their entirety.
- H. Electrical distribution must be made such that individual circuit problems in one guest room do not affect any other guest experience. Provide at least three 20-amp circuits for general lighting and receptacle requirements, with a separate GFCI circuit for the bath.
- I. A factory sub-base with an integral receptacle is required on all thru-wall HVAC units.

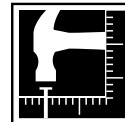
309.16 Fireplaces

Rooms with fireplaces will only be allowed when the market warrants. These rooms must be submitted for approval and they must meet the following requirements:

- A. Fireplaces must be metal, prefabricated, gas-fired, and UL and AGA approved. Controls must have one-hour timer with automatic shut off. Fireplaces are to be totally enclosed and inaccessible to guests.
- B. Provide metal flues that extend above the roof line or direct vent. Ventless fireplaces are not permitted.
- C. Carbon monoxide detectors are required in these rooms in addition to smoke detectors.

309.17 Other

- A. Non-smoking Rooms (anywhere from 75 – 100 percent of total room count)
Each guest room designated "non-smoking" must be incorporated and identified with uniformly designated Make it Hampton room number signage, strategically placed next to the door on the exterior side that indicates it is a non-smoking room unless the entire floor is designated non-smoking.
- B. A sign designating that the entire floor is non-smoking is required at the elevator lobby under the room directional signage.
- C. If your hotel is 100% non-smoking, signage is required at the front entrance vestibule area and must be visible for any guest entering the building. It may not be displayed directly on the front doors or at the front desk. (See Trademark and Identity, [Section 400, Signage.](#))
- D. Coin Operated Devices
Coin operated devices in guest rooms are not permitted.
- E. Interior Signage
See [Trademark and Identity, Section 400, Signage.](#)



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F. Artificial Plants

Studio suites are required to have two plants: one approximately 36"h x 30"w, and one approximately 10"h x 12"w. The guest room portion of the suite is required to have the smaller sized plant only. Plants must be high quality silk or polyester (no plastic) and containers must coordinate with the decor.

G. Safe (optional in guest rooms)

A free-standing or wall-recessed safe may be provided and should be located in the bedroom closet.

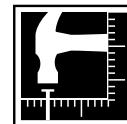
H. Expendable Items

All guest rooms must contain the minimum expendable supplies as listed in [Rule 118.00](#).

NOTE: All reproductions of service marks and trademarks owned by Hilton Hotels that appear on expendable items must conform with the Hampton [Trademark Standards](#).

I. Guest Room Lap Desk (MIH)

A lap desk must be provided on the bed in each guest room. Lap desk to be #HI-01 as manufactured by CF Kent. The tray must be 23"w x 14³/₄"l x 3/5"h. It must be 1/4" plywood with a foam cushion. Tray must have Velcro attachment and corner elastic support. Foam cushion must be covered with faux leather. Finish must be AR03 Golden Amber (light finish) or AR09 Cherry (dark finish).



Building and Furnishing

310.00 Guest Room/Suite Bath and Dressing Area

310.01 Dimensions/Layouts

The inside finished dimensions must be the minimum as shown in [Standard 313.00](#) for typical room layouts.

310.02 Floors

- A. Decorative porcelain tile floor and tile base is required in all guest room baths and also in dressing areas where the vanity is separate from the tub and toilet. Floor tile must be nominal 12" x 12" minimum with a 3/8" minimum grout joint size and is recommended to include base tiles, corners, etc. The tile specified below is pre-approved. All other tile is subject to approval by Hilton Hotels Corporation. Vinyl tile and/or granite tile are not acceptable.

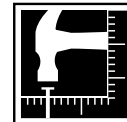
Product Specification: Porcelain Tile

Manufacturer:	Dal-Tile 1713 Stewart Street Santa Monica, CA 90404	Designer Tile & Stone 115 Newfield Avenue, Suite C Edison, NJ 08837
Contact:	John Hall (310) 453-9112 (310) 453-1783 fax	(800) 959-8453 (732) 225-0660 fax
Description:	PORCELAIN TILE	PORCELAIN TILE
MFR Stock #:	BXO3	N/A
Specifications		
Pattern:	BRIXTON	N/A
Color:	MUSHROOM	PABLO
Dimensions:	12" X 12" (BASE: 3" X 12")	12" X 12" (BASE: 3" X 12")
Shade Variation:	MODERATE	RANDOM
Tile Thickness:	5/16"	5/16"
Grout Color:	#94 STRAW ULTRACOLOR BY MAPEI	#94 STRAW ULTRACOLOR BY MAPEI
Grout Joint:	3/16" MAXIMUM	3/16" MAXIMUM
Coefficient of Friction:	> .60 WET, > .65 DRY	> .60 WET, > .66 DRY
Distribution:	GUEST ROOM FLOORS, BATH FLOORS, BATH TUB/SHOWER SURROUND	
General:	* ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS. * GENERAL CONTRACTOR TO FIELD VERIFY QUANTITY REQUIREMENTS.	

- B. The floor assembly in the bath and dressing area must have an STC rating of 50 and an IIC rating of 55.

310.03 Walls

- A. Bath walls are to be moisture resistant gypsum board covered with approved vinyl wall-covering, Type I, 15 oz. per linear yard. Separate dressing area walls must match the guest room bedroom walls.



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B. Tub/Shower Surround

Acceptable tub/shower surrounds are cultured marble with approved "Old World Style" or diamond pattern or nominal 12" x 12" minimum porcelain tile with a minimum grout joint size. Surrounds and tile specified below are pre-approved. Porcelain tile surrounds must match the floor tile. The surrounds must extend to the ceiling, coordinate with the vanity color and have a matte finish. Back panels may be provided as two panels with a seam cover for easier installation. Trim pieces should be scribed to the tub edge. *Acrylic, fiberglass and/or granite units are not allowed.*

Product Specification: Tub/Shower Surround

The following are recommended manufacturers for this item. Visit hamptonfranchise.com under Standards – Approved Alternates for other manufacturers.

Manufacturer: Mincey Marble Manufacturing, Inc.
4321 Browns Bridge Road
Gainesville, GA 30504

Contact: Donna Mincey
(800) 533-1806
(770) 531-0935 fax

Description: TUB/SHOWER SURROUND
MFR Stock # #TS-DS

Specifications

Size: PANELS MUST EXTEND TO CEILING; BACK PANEL MAY BE TWO PANELS AND A SEAM COVER; EXACT SIZE TO BE FIELD VERIFIED

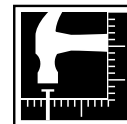
Finish: AURORA OR LINEN, MATTE FINISH WITH "OLD WORLD STYLE" OR DIAMOND DESIGN

Description: WALL SURROUNDS WITH 2 SURFACE MOUNT SOAP DISHES (INCLUDING CORNER MOUNT) AND 2" TRIM PIECES (OPTIONAL)

SOAP DISHES:
CORNER MOUNT #SD-02
WALL MOUNT #SD-01
FOOTREST #FR-01
LG. CORNER MOUNT #SS-01

Distribution: GUEST ROOM BATHS

General: *ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS.
*GENERAL CONTRACTOR TO FIELD VERIFY QUANTITY REQUIREMENTS.



Building and Furnishing

Product Specification: Porcelain Tile Surround

Manufacturer:	Dal-Tile 1713 Stewart Street Santa Monica, CA 90404	Designer Tile & Stone 115 Newfield Avenue, Suite C Edison, NJ 08837
Contact:	John Hall (310) 453-9112 (310) 453-1783 fax	(800) 959-8453 (732) 225-0660 fax
Description:	PORCELAIN TILE	PORCELAIN TILE
MFR Stock #:	BXO3	N/A
Specifications		
Pattern:	BRIXTON	N/A
Color:	MUSHROOM	PABLO
Dimensions:	12" X 12" (BASE: 3" X 12")	12" X 12" (BASE: 3" X 12")
Shade Variation:	MODERATE	RANDOM
Tile Thickness:	5/16"	5/16"
Grout Color:	#94 STRAW ULTRACOLOR BY MAPEI	#94 STRAW ULTRACOLOR BY MAPEI
Grout Joint:	3/16" MAXIMUM	3/16" MAXIMUM
Coefficient of Friction:	> .60 WET, > .65 DRY	> .60 WET, > .66 DRY
Distribution:	GUEST ROOM BATH TUB/SHOWER SURROUND	
General:	*ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS. * GENERAL CONTRACTOR TO FIELD VERIFY QUANTITY REQUIREMENTS.	

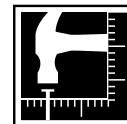
- C. When whirlpool tubs are permitted, surrounding walls must be tiled to the ceiling. Tile must be porcelain, 12" x 12" minimum with a 3/8" minimum grout joint.
- D. Full height corner guards are required where shown on the prototype drawings. These must match the wall color and may not have screws.

310.04 Ceilings

- A. Guest room bath and dressing areas to be 7'-4" high minimum.
- B. An acceptable bathroom ceiling is one of the following:
 - 1. Furred moisture resistant drywall with smooth finish and acrylic enamel paint.
 - 2. Furred moisture resistant drywall with an orange peel latex enamel semi-gloss finish. *Sample is to be submitted.* (This is not allowed in the dressing areas where the vanity is separate from the tub and toilet.)

310.05 Doors

- A. Bath doors must be a minimum width of 3'-0" (0.71m). Hollow core, 2 panel embossed tempered hardwood, painted doors are recommended. A solid-core door is to be provided if a full-length dressing mirror is used on the bath door.
- B. A sealed marble threshold at the door with a 2" (5.08cm) minimum width, not to exceed 5/16" (.79cm) above bath floor level, is required, except where tile continues into the dressing area or entry area.



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- C. A Grade 2, cylindrical privacy set with lever handle is required on bathroom doors. The finish must be US26D satin chrome finish on the bath side and the finish on the room side must match the adjacent hardware. One pair of butts with US26D finish is required.

Lock operation: The latch bolt must operate by lever from either side, except when the push-button locks the outside lever. The push-button lock must release by closing the door. The lock must release by turning the inside lever. The push-button lock must also be released by emergency key. The backset must be $2\frac{3}{8}$ " (6.03cm) minimum with a minimum latch projection of $\frac{1}{2}$ " (1.27cm).

310.06 Bathroom Fixtures and Plumbing

A. Tub/Shower

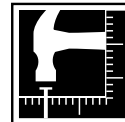
1. A tub/shower combination is required except in guest rooms where showers only are shown. Provide cast-iron tubs with factory finished non-slip bottoms or Vikrell tubs as manufactured by Sterling. Steel tubs with sound blankets are allowed but are not recommended. *Refinishing of tubs, installation of acrylic inserts and adhesive or rubber bath mats are not permitted. Acid etching to obtain a non-slip surface is permitted.* All tubs must be white in color and a minimum of 5'-0" long. *Fiberglass tubs are not allowed.*
2. Shower pans are required in guest room baths with no tubs. Pans are to be single piece cultured granite shower pans as fabricated by Mincey Marble or Vikrell pans as manufactured by Sterling. Tiled shower floors are only allowed in accessible roll-in showers. *Fiberglass pans are not allowed.*

Product Specification: Vikrell Tub

Manufacturer:	Sterling by Kohler 444 Highland Drive Kohler, WI 53044
Contact:	Doug Johnston (972) 342-8026 voice/fax J.P. Drevline (920) 457-4441 x70721 voice/fax
Description:	VIKRELL TUB
MFR Stock #	#61041110 (left drain)/#61041120 (right drain)

Specifications

Size:	30" X 60"
Finish:	LIGHTLY TEXTURED SWIRL GLOSS; WHITE NOTE: VIKRELL GLOSS IS PERMITTED ONLY IF ABOVE THE FLOOR ROUGH-IN IS NECESSARY AND IS APPROVED IN WRITING BY HILTON HOTELS CORP.
Description:	TUB WITH SLIP-RESISTANT BOTTOM
Distribution:	GUEST ROOM BATHS WITH TUBS
General:	*ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS.



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Product Specification: Vikrell Shower Pan

Manufacturer: Sterling by Kohler
444 Highland Drive
Kohler, WI 53044

Contact: Doug Johnston
(972) 342-8026 voice/fax
J.P. Drevline
(920) 457-4441 x70721 voice/fax

Description: VIKRELL SHOWER PAN

MFR Stock # #72121100-0 (48"L) / #72131100-0 (60"L)
#72141110 OR #72141120 (TUB REPLACEMENTS; ONLY 60" x 30")

Specifications

Size: 34" X 48" (#72121100-0); 34"x 60" (#72131100-0);
30" X 60" (#72141110 OR #72141120)

Finish: HIGH GLOSS VIKRELL WHITE

Description: SINGLE PIECE SHOWER PAN WITH DRAIN IN CENTER OF PAN

Distribution: GUEST ROOM BATHS WITH SHOWERS; 48" ALLOWED IN SINGLE QUEEN ROOM ONLY

General: *ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS.

Product Specification: Cultured Granite Shower Pan

Manufacturer: Mincey Marble Manufacturing, Inc.
4321 Browns Bridge Road
Gainesville, GA 30504

Contact: Donna Mincey
(800) 533-1806
(770) 531-0935 fax

Description: CULTURED GRANITE SHOWER PAN

MFR Stock # #SP3448 (48"L) / #SP3460 (60"L)

Specifications

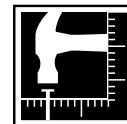
Size: 34" X 48" (#SP3448); 34" x 60" (#SP3460)

Finish: MATCH SURROUND

Description: SINGLE PIECE SHOWER PAN WITH DRAIN IN CENTER OF PAN

Distribution: GUEST ROOM BATHS WITH SHOWERS; 48" ALLOWED IN SINGLE QUEEN ROOM ONLY

General: *ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS.



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3. Shower Door

Shower doors are required in guest room baths with shower pans. Doors are to be bypass style except where pivot doors are shown on the prototype. The doors specified below are pre-approved. Roll-in showers in accessible guest room baths are to have curtains in lieu of shower doors.

Product Specification: Shower Door

Manufacturer:	Sterling by Kohler 444 Highland Drive Kohler, WI 53044
Contact:	Doug Johnston (972) 342-8026 voice/fax J.P. Drevline (920) 457-4441 x70721 voice/fax
Description:	SHOWER DOOR
MFR Stock #	#5176-48S (48"L) / #5176-59S (60"L) - BYPASS DOORS #1530D-48S (48"L) - PIVOT DOOR

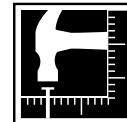
Specifications

Size:	48" x 70" (#5176-48S); 60" x 70" (#5176-59S); 42"-48" x 69" (#1530D-48S)
Finish:	SILVER; RAIN GLASS FINISH (REQUIRED) AT BYPASS DOORS, OBSCURE GLASS AT PIVOT DOOR
Distribution:	GUESTROOM BATHS WITH SHOWERS; <i>PIVOT DOORS ALLOWED ONLY WHERE SHOWN ON PROTOTYPE</i>
General:	* ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS.

- Whirlpool tubs are permitted subject to Hilton approval. Tubs must be equal to those manufactured by MTI. Acrylic whirlpools will be considered but fiberglass whirlpool tubs are not permitted. Submit manufacturer's specifications and cut-sheets to Hilton for approval.

B. Toilets

- Toilets must be white, vitreous china, 1.6 gallons/flush, wheel stop assembly and heavy duty, tank type with floor or back outlet and have elongated bowls. Flush valve toilets are not permitted.
- Hotels after July 1, 2008, renovations or PIPs must comply with the following:
The toilet must have a commercial grade, white, closed front plastic seat and lid with stainless steel check hinges. The seat and lid must remain in an upright position without being held.
- Padded seats are unacceptable.



Building and Furnishing

C. Vanity

1. Vanity Top

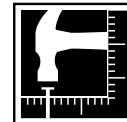
Vanity tops must be cultured marble, natural granite or quartz with bowed fronts where shown in the prototype drawings. The top is recommended to have a raised drip edge (natural granite tops are to have a bullnose edge). Provide matching back splash and side splashes where abutting side walls. Cultured marble tops are to be of matte finish. Undermount vitreous china bowl sinks are required. Sinks must be shallow to allow clearance of plumbing with vanity shelf. Recommend sink with 7½" or so overall depth. Drop-in sinks are not acceptable. The following are preapproved vanity tops. Visit hamptonfranchise.com under Standards – Approved Alternates for other approved manufacturers.

Product Specification: Cultured Granite Vanity Top

Manufacturer:	Mincey Marble Manufacturing, Inc. 4321 Browns Bridge Road Gainesville, GA 30504
Contact:	Donna Mincey (800) 533-1806 770 531 0935 fax
Description:	CULTURED GRANITE VANITY TOP
MFR Stock #	NA

Specifications

Finish:	AURORA, MATTE WHEN MATCHING SURROUND IS USED
Description:	18" CURVED FRONT VANITY TOP WITH INTEGRAL BACK SPLASH; END SPLASHES REQUIRED WHEN ABUTTING A WALL
Distribution:	ALL GUESTROOM BATHS
General:	*ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS.



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Product Specification: Natural Granite Vanity Top

Manufacturer: Belstone
7629 Densmore Avenue
Van Nuys, CA 91406

Contact: Penny Woods
(818) 373-4900
(818) 373-4901 fax

Description: NATURAL GRANITE VANITY TOP

MFR Stock # NA

Specifications

Finish: PALO GOLD

Finish Note: FINISH OPTION TO BE SELECTED BY FRANCHISEE AND APPROVED BY HAMPTON INN BRAND.

Description: 18" CURVED FRONT VANITY TOP WITH BACK SPLASH; END SPLASHES REQUIRED WHEN ABUTTING A WALL.

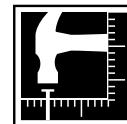
Distribution: OPTIONAL IN GUESTROOM BATHS

General: * ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS.

2. Vanities must have a separate, decorative soap dish.
3. Vanities must have a skirt made of the same material as the top at accessible guest rooms only. There must be 29" minimum clear beneath the skirt for wheelchair access. All other guest rooms must have a vanity base.
4. Vanity Base

Vanity bases must be provided in all guest room baths, except accessible rooms due to wheelchair accessibility. Bases must have a furniture appearance and include a skirt and one shelf and meet the following specifications. *Bowed fronts must be provided where shown in the prototype drawings. They must be stained wood and be freestanding* (tops to be 4" minimum away from side walls except the backs, which should be securely attached to the wall). Vanity openings less than 4'-0" wide must have the vanity top extend the full width of the vanity area with the vanity base legs 3" minimum away from side walls. Existing properties that have plumbing rough-ins on side walls rather than the rear wall must also have the vanity top extend the full width of the vanity area. A single roll toilet paper holder must be mounted behind the front wood skirt if there is no wall space available within 12" of the front edge of the toilet. If mounted beneath the wood skirt, the mounting location must NOT be flush with the front edge of the skirt, nor may the holder be mounted to the front of the skirt.

The following is a pre-approved manufacturer. Visit hamptonfranchise.com > D & C > Alternates, for a list of approved manufacturers. *Any non-approved vanity bases are at risk of being rejected, therefore replaced, in order to comply with standards.*



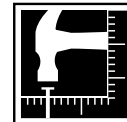
Building and Furnishing

Product Specification: Vanity Base

Manufacturer:	JTB Furniture 1402 Waterworks Road Columbus, MS 39701
Contact:	Reau Berry (800) 654-3876 www.jtbfurniture.com
Description:	VANITY BASE
MFR Stock #	#9402-89 (SERPENTINE LEGS) / #9401-89 (STRAIGHT LEGS)
Specifications	
Dimensions:	55"w (VARIES**) X 23"d (WITH 20"d SIDES) X 35¼"h
Finish:	CC STAIN TO MATCH NEVAMAR #WC-0045E; CONTEMPORARY WILD CHERRY; FINISH OPTION TO BE SELECTED BY FRANCHISEE
Finish Note:	PRE-CATALYZED SYSTEM REQUIRED: 1421C00574 PRE-CAT SEALER, 1706C20225 PRE-CAT TOP SEALER. STRAIGHT LEG VANITY TO HAVE ABS METALIZED (MATTE CHROME) FEET
Construction:	CONSTRUCTED WITH FURNITURE GRADE ¾" PLYWOOD – FRAME AND SHELF
Notes:	SERPENTINE LEGS OR STRAIGHT LEGS WITH TWO SHELVES; BOWED FRONT. BLOCKING REQUIRED UNDERNEATH SKIRT FOR MOUNTING OF TOILET PAPER HOLDER. COORDINATION OF ALL PLUMBING AND SHELF MUST BE CONSIDERED PRIOR TO INSTALLATION OF VANITY BASE
Distribution:	ALL GUEST BATHS EXCEPT ACCESSIBLE GUESTROOMS
General:	<p>* ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS.</p> <p>* FABRICATOR MUST REVIEW DESIGN CONCEPT AND INFORM PURCHASING AGENT OF ANY PROBLEMS OR DISCREPANCIES PRIOR TO FABRICATION.</p> <p>* FABRICATOR MUST PROVIDE A STRUCTURALLY SOUND PRODUCT WITH PROPER PROPORTIONS TO INSURE STABILITY AND PREVENT TIPPING.</p> <p>* WHERE APPLICABLE, ALL WOOD PARTS MUST BE TREATED FOR WOOD WORMS.</p> <p>** ANY OPENING 6'-0" OR GREATER WILL REQUIRE SPECIAL CONSTRUCTION ON SHELVING FOR SUPPORT AND SHOULD BE COORDINATED WITH THE MANUFACTURER.</p>

5. Corner Vanity Base

Corner mount vanities are not allowed for new construction. Existing properties are to have corner mount vanity bases fabricated by JTB Furniture, which have a furniture appearance and include a skirt and shelf and meet the following specifications. Existing properties with corner vanity shelf extensions (off one side of the vanity) may also purchase those from JTB. These must be provided in all guest room baths, except accessible rooms due to wheelchair accessibility. Bases must be stained wood and the backs must be securely attached to the wall. A single roll toilet paper holder must be mounted beneath the front wood skirt, closest to the toilet. The mounting location must not be flush with the bottom or front edge of the skirt.



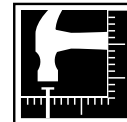
Building and Furnishing

All substitutions must be submitted to Hampton Design Review Committee, 755 Crossover Lane, Memphis TN 38117 prior to ordering for approval. Once approved, the order may be processed. Any non-approved vanity bases are at risk of being rejected, therefore replaced, in order to comply with standards.

Any hotels renovating guest room baths or applying for either re-licensing or change of ownership after February 1, 2004, must comply with these standards.

Product Specification: Corner Mount Vanity Base

Manufacturer:	JTB Furniture 1402 Waterworks Road Columbus, MS 39701
Contact:	Reau Berry (800) 654-3876 www.jtbfurniture.com
Description:	CORNER MOUNT VANITY BASE
MFR Stock #	#9403-89
Specifications	
Dimensions:	48 $\frac{1}{2}$ "w X 21 $\frac{7}{8}$ "d X 36"h
Finish:	CC STAIN TO MATCH NEVAMAR #WC-0045E; CONTEMPORARY WILD CHERRY; FINISH OPTION TO BE SELECTED BY FRANCHISEE
Finish Note:	REQUIRED TO BE PRE-CATALYZED SYSTEM: 1421C00574 PRE-CAT SEALER, 1706C20225 PRE-CAT TOP SEALER
Construction:	CONSTRUCTED WITH FURNITURE GRADE $\frac{3}{4}$ " PLYWOOD – FRAME AND SHELF
Notes:	CORNER UNIT WITH TURNED LEGS AND TWO SHELVES. BLOCKING REQUIRED UNDERNEATH SKIRT FOR MOUNTING OF TOILET PAPER HOLDER. COORDINATION OF ALL PLUMBING AND SHELF MUST BE CONSIDERED PRIOR TO INSTALLATION OF VANITY BASE.
Distribution:	CORNER MOUNT VANITIES IN GUESTROOM BATHS. NOT ALLOWED IN NEW CONSTRUCTION.
General:	<p>*ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS.</p> <p>* FABRICATOR MUST REVIEW DESIGN CONCEPT AND INFORM PURCHASING AGENT OF ANY PROBLEMS OR DISCREPANCIES PRIOR TO FABRICATION.</p> <p>* FABRICATOR MUST PROVIDE A STRUCTURALLY SOUND PRODUCT WITH PROPER PROPORTIONS TO INSURE STABILITY AND PREVENT TIPPING.</p> <p>* WHERE APPLICABLE, ALL WOOD PARTS MUST BE TREATED FOR WOOD WORMS.</p>



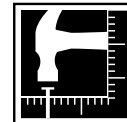
Building and Furnishing

D. Plumbing Fixtures

1. All exposed plumbing fixtures (pipes, faucets, etc.) must be first line, chrome-plated brass as manufactured by nationally known manufacturers. Only escutcheon plates are allowed to be chrome plated plastic. All new construction must use brushed chrome finishes in lieu of polished chrome and all these finishes must coordinate in color. The toilet flush handle, grab bars and shower rod are allowed to be polished chrome. All items in the ADA rooms are allowed to be polished chrome.
2. Tub/Shower Valves and Faucets
 - a. The tub/shower valve in the typical guest room bath must be Kohler #K-P15601-4N-G trim with #K-304-KS valve with a WaterPik #SM621 showerhead. The shower only baths shall have a Kohler #K-P15611-4N-G trim with #K-304-KS valve with a Water Pik #SM621 showerhead. The trim finish must be brushed chrome on all new construction projects. Visit hamptonfranchise.com under Standards – Approved Alternates for other approved manufacturers.
 - b. Accessible rooms must be Kohler #K-8520-CP handshower kit with slidebar: #K-T15621-4-CP mixing valve trim with #K-304-KS valve, #K-15136-CP diverter spout and #K-687-K transfer valve and #K-T10290-4-CP three-way transfer valve trim with lever handle and a WaterPik #SM621 showerhead.

Product Specification: Tub/Shower Faucet

Manufacturer:	Kohler 444 Highland Drive Kohler, WI 53044
Contact:	Doug Johnston (972) 342-8026 voice/fax J.P. Drevline (920) 457-4441 x70721 voice/fax
Description:	TUB/SHOWER FAUCET
MFR Stock #	#K-P15601-4N-G TRIM WITH #K-304-KS VALVE



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Product Specification: Shower Faucet

Manufacturer: Kohler
444 Highland Drive
Kohler, WI 53044

Contact: Doug Johnston
(972) 342-8026 voice/fax
J.P. Drevline
(920) 457-4441 x70721 voice/fax

Description: SHOWER FAUCET

MFR Stock # #K-P15611-4N-G TRIM WITH #K-304-KS VALVE

Specifications

Finish: BRUSHED CHROME

Description: SHOWER TRIM WITHOUT SPOUT; #33251-G SHOWER DRAIN IN A BRUSHED CHROME FINISH SHOULD BE INCLUDED

Distribution: GUEST ROOM BATHS WITH SHOWERS ONLY

General: *ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS.

- c. The adjustable showerhead must be provided on the appropriate wall as required by ADA and the Water Pik showerhead in the typical guest room location. ADA rooms may use polished chrome to coordinate with the numerous grab bars.

Product Specification: ADA Handshower Kit

Manufacturer: Kohler
444 Highland Drive
Kohler, WI 53044

Contact: J.P. Drevline
(920) 457-4441 x70721 voice/fax

Description: ADA HANDSHOWER KIT

MFR Stock # #K-8520-CP

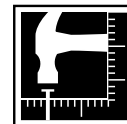
Specifications

Finish: POLISHED CHROME

Description: HANDSHOWER KIT; #K-T15621-4-CP MIXING VALVE TRIM WITH K-304-KS VALVE AND K-15136-CP DIVERter SPOUT (FOR TUBS), K-405K TRANSFER VALVE AND K-T9518-4-CP THREE WAY TRANSFER VALVE TRIM WITH LEVER HANDLE, ALL IN POLISHED CHROME, SHOULD BE PROVIDED FOR A COMPLETE PACKAGE IN ADDITION TO THE STANDARD WATERPIK SHOWERHEAD

Distribution: ACCESSIBLE GUEST ROOM BATHS ONLY

General: *ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS.



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d. All tub/shower valves must meet the following requirements:

- 1) The valves must pass through cold water first.
- 2) The "in-wall" valve must be brass or cast bronze with a pressure-balancing mechanism.
- 3) The pressure-balancing piston must be downstream from the shut off valve. Spring loaded or flapper type check valves are not permitted.
- 4) If a reverse connection is required, only valves with reversed inlet parts are allowed.
- 5) The temperature limit stop screw must be field set at 120° F.

e. Showerheads (MIH)

All guest bath showerheads are to be WaterPik #SM-621 with a minimum of 6 settings. The lowest part of the showerhead must be mounted 6'-6" above the shower/tub floor.

Product Specification: Showerheads (MIH)

(See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for suppliers.)

3. Vanity Faucets

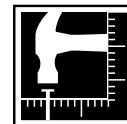
The lavatory faucet (vanity faucet) for the typical guest room, including accessible guest rooms, must be Kohler #K-15182-F-G, single lever faucet or #K-15261-4-G, 8" widespread dual lever faucet. An 8" widespread is required for dual lever faucets. Lever handles may not have exposed screws. Twist and lift or trip lever stoppers may be used at the vanity. Contact Hilton for other approved manufacturers.

Product Specification: Vanity Faucet

Manufacturer:	Kohler 444 Highland Drive Kohler, WI 53044
Contact:	Doug Johnston (972) 342-8026 voice/fax J.P. Drevline (920) 457-4441 x70721 voice/fax
Description:	VANITY FAUCET
MFR Stock #	#K-15182-F-G CORALAIS

Specifications

Finish:	BRUSHED CHROME
Description:	SINGLE LEVER FAUCET WITH DRAIN
Distribution:	ALL GUESTROOM BATHS
General:	* ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS.



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Product Specification: Vanity Faucet

Manufacturer: Kohler
444 Highland Drive
Kohler, WI 53044

Contact: Doug Johnston
(972) 342-8026 voice/fax
J.P. Drevline
(920) 457-4441 x70721 voice/fax

Description: VANITY FAUCET

MFR Stock # #K-15261-4-G CORALAIS

Specifications

Finish: BRUSHED CHROME

Description: 8" WIDESPREAD DUAL LEVER FAUCET WITH DRAIN

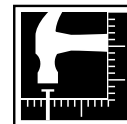
Distribution: ALL GUESTROOM BATHS

General: *ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS.

4. Each hot and cold water supply must have an individual cut-off valve. Water supply for the toilet must be mounted 10" AFF to avoid conflicting with the tile base.
5. Bathtubs and lavatories must have overflow outlets.
6. ABS pipe is not permitted for use.
7. If PVC drainage is used above guest rooms or any other public area, the pipes or area must be insulated for sound control.
8. Domestic hot water for guest rooms must have a circulating pump or other approved system installed in-line to provide instant hot water at the tap. The maximum water temperature delivered to the guest room must not exceed 110° F.
9. When whirlpool tubs are permitted, separate hot and cold controls, faucet and handheld spout for easy cleaning must be provided. Grab bars must also be provided.

310.07 Electrical

- A. A GFI electrical outlet must be located at each end of the vanity to allow convenient use of personal care appliances and the required coffee maker. In the studio suites, the coffee maker must be located at the wet bar so only one GFI outlet is required at the vanity.
- B. The light switch and electrical outlets must be located so they do not conflict with the mirror or towel bar.



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310.08 Mechanical

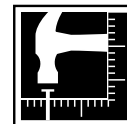
- A. The bath area is to be mechanically exhausted by metal ducts and rooftop fans. The central fans may be either switched or on a 24-hour time clock with battery back-up. The exhaust system diffusers must be offset in adjacent rooms to prevent sight and sound transmissions between bathrooms. Baths must not vent into the chaseways or attics. The use of a metal lined or moisture resistant drywall shaft with each exhaust fan metal duct running into the shaft and turning up a minimum of 22" is allowed if approved by the local jurisdiction and if no pipes penetrate the shaft.
- B. *OPTIONAL*: In lieu of a central-ducted exhaust system, individual bath fans with commercial rating with flexible duct systems may be used. When individual fans are used, they must meet the following criteria:

Individual toilet exhaust fans, when used, must be equal to Greenheck model SP ceiling fan. The housing must be steel and the centrifugal fan wheel must be of high strength polymer or polypropylene. The housing must be acoustically insulated for quiet operation. Each fan must be equipped with an internal backdraft damper. The fan wheel and motor assembly must be provided with an internal cord and plug to allow easy removal. The motor bearings must be sealed and permanently lubricated. The intake grill must be non-yellowing high strength polymer or polypropylene. The fan must be certified and licensed to bear the AMCA seal for air and sound and be UL and CSA listed. Maximum sound level must be 4.0 sones. The fan and bathroom light must be switched separately. Combination fan/light units are not permitted.

- C. Exhausts may not be directed horizontally but must be ducted vertically to the roof.

310.09 Lighting

- A. Minimum lighting must be as follows:
 1. 20 foot-candles measured 36" AFF at the water closet seat, 50 foot-candles measured at the vanity surface, 10 foot-candles measured 36" AFF at the tub with the shower curtain open and five foot-candles with the shower curtain closed.
 2. Where the tub/toilet area is separate from the vanity area, lighting for each area must be separately switched.
 3. Fluorescent lighting with instant start electronic ballasts and warm white lamps which are approved for a damp location are required.
 4. A decorative, fluorescent light fixture is to be used above the decorative vanity mirror. The fixture must utilize 36" fluorescent lamps (minimum unless vanity area is too narrow) and be rated for damp locations. The fixture must be cylindrical or similar shape with translucent white plastic lens and decorative end caps. Fixture to be submitted for Hilton's approval. Instant on universal electronic ballast and a T-8 lamp with a color temperature of 3000K are required. The fixture should be mounted approximately 6'-10" AFF to center of fixture. Coordinate with mounting height of mirror. Pre-approved fixtures may be obtained from the Design & Construction Department.



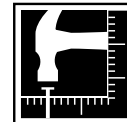
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5. In addition to the light over the vanity, a surface/ceiling mounted light fixture with (2) PLI8 watt fluorescent lamps or equal is required near the shower.
6. A nightlight must be provided inside the bathroom by one of the following options for existing hotels. *New construction is allowed option a. (MIH).*
 - a. Wall or ceiling mounted light fixtures that have a nightlight built in so that when the main light is turned off, the nightlight is turned on automatically. Hilton Hotels Corporation must approve the design of this fixture.
 - b. A plug-in nightlight, Nite Lite #71055 as manufactured by AmerTac.
 - d. A hairdryer nightlight.
- B. All lighting fixtures must be UL approved/certified for the wattage that will be carried. International properties must comply with the local equivalent.
- C. All guest room bath lamps must be warm white lamps.

310.10 Bath Accessories

- A. In general, all accessories shall be non-corrosive. Stainless steel or brushed chrome accessories are acceptable. All new construction shall have brushed finishes on all accessories and plumbing fixtures unless noted otherwise.
- B. Mirrors
 1. A wall-mounted, decorative framed mirror is required above the vanity. The overall width dimension must be the width of the vanity less 4" on each side. For example, a 55" wide vanity must have a 47" wide framed mirror. If the vanity opening is less than 48" and the vanity top extends wall to wall, the framed mirror should be the width of the opening less 4" on each side. The average height of the mirror must be 36", typically. Coordinate size with the height of the junction box to the decorative light above. The bottom of the frame must be set approximately 1" above the backsplash. (Accessible vanities must be installed with the reflective surface no higher than 40" above the floor). Dimensions include a minimum of 2" frame.

All other vanities must have mirrors similar in proportions while insuring ease of installation with proper tools. Alternate sizes must be shown in submittals of interior elevations for Hilton Hotels' approval.
 2. If two sinks are used in one vanity, as an alternate to a single mirror mounted as described above, two mirrors may be provided, one over each sink. The mirrors must extend to within 4" of the edges of the vanity on each side and hold a 4" gap between the two mirrors in the center.
 3. A wall-mounted mirror (frameless) is required above corner vanities extending the full length and width of the vanity (to the end of each backsplash) and extending from the top of the backsplash to the bottom of the soffit. Clearance at top and sides of mirror must be 1" or less.



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4. A full-length framed mirror, required in all guest rooms, is to be located in or immediately adjacent to the dressing area and mounted 18" above the finished floor. Minimum size is to be 18" x 60" (.46m x 1.52m), 3/16" thick. Mirror must be distortion-free, polished float glass with polished edges. If mounted on the bath door or closet door, it is to be mounted on the bedroom side of the door, 12" above the finished floor with mirror clips. The door must be solid core. Full mirror closet doors are recommended as an alternate.
5. All mirrors must be 3/16" (.48cm) distortion free, polished float plate glass, manufactured according to federal specifications DDM-411 for Grade 1 mirrors.

C. Toilet Tissue Dispenser

1. A single roll, wall mount dispenser equal to Franklin Brass #1408C is to be mounted to the underside of the vanity skirt of vanity bases and granite vanities.
2. A reserve roll holder or a surface mount decorative roll holder is to be used when the vanity base is separate from the toilet. The reserve roll holder must have a chrome plated brass frame riveted to a box of gun metal gray steel. Projecting brackets are to be of zinc alloy and triple chrome plated. A single roll is to be visible with a reserve roll concealed. The decorative holder must coordinate with the other bath fixtures and accessories in color and in design.

D. Double-Prong Robe Hook

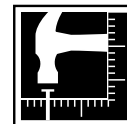
The double-prong robe hook is to be zinc and triple chrome-plated with a concealed screw and minimum hook projections of 1⁵/₈" (4.13cm). Mount at 6'-0" AFF on the bathroom door. An additional robe hook, mounted as required by ADA, is to be provided in the accessible guest rooms.

E. Shower Rod (MIH)

All guest bath shower rods (except ADA showers) are to be a curved rod, Franklin Brass #190- 5BS (5'-0", polished finish) and they must be mounted 6'-8" AFF to the center-line of the rod. Flat, curved shower rods as manufactured by Arch and Angles are acceptable. The rod is typically mounted vertically centered on the back side of the tub edge. Existing properties may lower the rod up to 4" to clear an existing ceiling light. The rods must be permanently secured. ADA showers(not tubs) are to have straight rods equal to Franklin Brass #165. See *OnQ Insider > Make It Hampton Products Product Reorder Catalog* for suppliers.

F. Grab Bars

A chrome, stainless steel or nylon (to match surround) grab bar, 24" (.61m) in length, is to be installed vertically on the tub wall 1'-9" from the shower head wall with the bottom flange of the grab bar 16" (.41m) above the rim of the tub. For shower locations, see prototype. Proper backing/blocking is to be provided for secure installation. All grab bars must be securely anchored and capable of withstanding 250 lbs. of pull. Cement adhesive is not acceptable. Grab bars must have flange covers to conceal the mounting screws.



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G. Soap Dishes

Two cultured marble soap dishes are required. Soap dishes must not have grab handles and should not be metal. For the shower only rooms, the soap dish must be placed in the corner on the showerhead wall (48" AFF) and a foot rest in the corner opposite the showerhead on the back wall (15" AFF). For the tub/shower combos, the shower height dish remains on the showerhead corner with the tub height centered on the back wall (24" AFF). For pre-approved dishes, visit hamptonfranchise.com under Standards – Alternates.

H. Towel Shelf

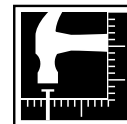
A wood towel shelf must be located above the toilet, centered. For pre-approved shelves, visit hamptonfranchise.com under Standards – Alternates.

I. Towel Bar

All guest rooms with separate tub and vanity areas as well as accessible rooms require an additional chrome towel bar, minimum length 18", or towel ring to be located in the vanity area. These may be placed on the wall or vanity front (when a part of the design). The Hometown prototype requires a towel ring in the queen room. The light switches and receptacles at the vanity must not be concealed when towels are placed on the towel bar.

J. Facial Tissue Dispenser

A facial tissue dispenser must be provided and be a decorative, residential style tissue box dispenser made of high quality molded plastic sitting on top of the vanity. The dispenser must color coordinate with the vanity and wallcovering. Accessible baths may utilize a recessed dispenser if counter space is limited. Recessed dispensers must be heavy gauge galvanized steel, 2 1/2" deep minimum and have no brand name designation.



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310.11 Bath Linens (MIH)

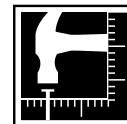
- A. Each guest room bath must be supplied with a minimum of the following freshly laundered linens daily in accordance with the table below.

NOTE: Use of the Hampton Inn name in logo form is required only on the bath mat. The logo must be used according to [Section 400](#), Trademarks, in the Standards Manual.

GUESTROOM BATH LINEN REQUIREMENTS

	BATH TOWELS	HAND TOWELS	WASH- CLOTHS	BATH MATS
King, Queen and Hospitality Suite, Number Each Per Room	2	2	2	1
King Study, Double/Queen and Studio Suites Number Each Per Room	4	4	4	1
Grade	First Quality	First Quality	First Quality	First Quality
Minimum Cotton Terry Cloth Content	86%	86%	86%	86%
Maximum Polyester Content	14%	14%	14%	14%
Minimum Size	25" x 54"	16" x 27"	12" x 12"	20" x 30"
Minimum Finished Weight	13.50 lbs/dz	3.5 lbs/dz	1.0 lbs/dz	7.0 lb/dz
Logo Required	No	No	No	Yes

- B. Bath linens must be white in color. Combed cotton is used for bath towels, hand towels and washcloths.



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C. Washcloth ends must be reinforced with stitching to prevent unraveling.

Any hotels beginning new construction, applying for either re-licensing or change of ownership, or upon general replacement of bath linens after February 1, 2004 must comply with these standards. All other hotels must comply by July 31, 2005. See [Standard 300.02](#), Make It Hampton.

Product Specifications: Bath Linens

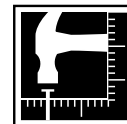
(See OnInsider > Hampton > Make It Hampton Product Reorder Catalog for suppliers.)

Manufacturer:	WESTPOINT STEVENS, INC.
Style:	Style: BATH (0018881) / HAND (0018880) WASH (0018879) / MAT (0018882)
Dimensions:	25" x 54" / 16" x 27" / 12" x 12" / 20" x 30"
Loop Yarn Size:	12/ 12/ 12/ 7
Blend:	86C 14P/ 86C 14P/ 86C 14P/ 86C 14P
Hem:	7 SPI/ 7 SPI/ 7 SPI/ 10 SPI
Description:	BATH, HAND AND MAT THREAD IS COTTON WRAPPED BY POLY CORE. WASH CLOTH OVEREDGE IS 100 PERCENT POLY THREAD. BATH, HAND AND MAT END HEMS ARE LOCK STITCH BAR TACKED. WASH CLOTH IS OVEREDGED AND WITH ROUNDED CORNERS. BATH, HAND AND MAT HAVE FOUR SIDED HEM.
Distribution:	GUESTROOM BATHS
General:	* ALL MATERIALS AND METHODS OF CONSTRUCTION MUST COMPLY WITH STATE, LOCAL, FIRE & LIFE SAFETY CODES, AND HAMPTON INN STANDARDS.

D. Shower Curtain (MIH)

The guest bath shower curtain must be #HBSHI as manufactured by Arc and Angles, Inc. (See OnQ Insider > Hampton > Make It Hampton Product Reorder Catalog for suppliers.) The curtain is available in two sizes, 71" x 74", 1.75 lbs. and 71" x 80", 1.90 lbs. Fabric is 100 percent polyester plainweave (EH003) fabric with water resistant formulation. Color selection is white or beige. The ten silver rings on a reinforced header must be Hookless® and embedded magnets must be provided in the lower corners inside the double reverse folded hems and sonic sealed non-water retaining bottom hem. A 12" vinyl window set 11½" from the top with Hampton Honeycomb Frosted Logo print, treated to resist mildew is included.

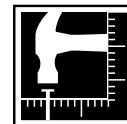
Any hotels beginning new construction, renovating guest room baths or applying for either re-licensing or change of ownership after February 1, 2004, must comply with this standard. All other hotels must be in compliance by December 31, 2004. (See [Standard 300.02](#), Make It Hampton.)



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311.00 Wet Bar and Guest Room/Suite Appliances

- A. Each guest room must be equipped with a clock radio, Hampton #HI276B as manufactured by SDI Technologies. The radio must be located on, but not attached to, the nightstand. No other radios or alarm clocks are acceptable. (See On Q Insider > Hampton > *Make It Hampton Product Reorder Catalog* for ordering information.)
- B. Wall-mounted hair dryers are recommended. If provided, they may be plug-wired.
- C. Each guest room must be equipped with an iron, ironing board and caddy/organizer. These items must meet these minimum criteria:
 - 1. Irons must be equipped with an automatic shut-off, a non-stick sole plate, steam setting and must be self-cleaning.
 - 2. The ironing board must be freestanding with an ironing surface of at least 40" long and 13" wide.
 - 3. Ironing boards must be stored in the closet.
 - 4. Iron caddy/organizer must be mounted in the closet and cannot be attached directly to the ironing board.
 - 5. Iron *cannot* be attached to the caddy or the ironing board by a cable or any other method.
- D. Each guest room must be equipped with an automatic shut-off coffee maker. The coffee maker is recommended to be located at the wet bar when provided, otherwise at the bath vanity. (See [Rule 118.17.](#)) See OnQ Insider > Hampton > *Make It Hampton Product Reorder Catalog* for suppliers.
- E. Refrigerators and microwaves may be used.
 - 1. When provided, they must be installed in a finished cabinet to match the case-goods, or they may be built-in. The microwave may not be placed on top of the counter or refrigerator but must be within its own compartment. Upper cabinets are not recommended.
 - 2. Studio suites require an undercounter refrigerator and microwave in a built-in wet bar with bar sink and gooseneck faucet with hot and cold water.
 - 3. Refrigerators and microwaves must be black in color.
 - 4. Refrigerators and microwaves may not be located in close proximity to the guest room vanity and may not be free-standing.

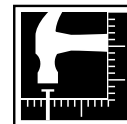


Building and Furnishing

F. Wet Bars (Full Kitchens, Where Applicable)

1. Built-in wet bars are required where shown. Full kitchens are not longer allowed, but existing properties with full kitchens must follow the requirements in this section.
2. Cabinetry must be stained wood cabinets with natural granite or quartz countertops and splashes as a minimum.
3. Under mount stainless steel sinks are required.
4. Bar sink faucets must be Kohler #K15275-4 gooseneck faucet with dual lever (hot and cold water). Levers with exposed screws are not allowed.

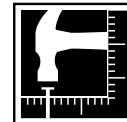
- G. Electrical appliances or devices other than those specifically outlined in the above standards may not be installed in any guest room. This includes dehumidifiers, air purifiers, desktop computers, audio/home theater equipment and any other small appliances. Premium room types based on these items which violate brand standards are not permitted. (Standard effective October, 2007.)



Building and Furnishing

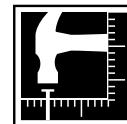
312.00 Accessible Accommodations

- 312.01 Only portions of the ADA are contained within the scope of these standards; therefore, legal counsels, architects, and/or other necessary advisors should be consulted on each individual projects. Additional codes or requirements may be imposed by the local jurisdiction thereby requiring compliance above and beyond what is included in these standards or in the ADA.
- 312.02 Every hotel must have a minimum number of rooms for the physically impaired guests as required by ADA and the local jurisdiction. These rooms must contain those elements outlined in the applicable building code and ADA guidelines including requirements for hearing-impaired and vision-impaired rooms.
- 312.03 In order to provide persons with disabilities a range of options equivalent to those available to other persons served by the facility, sleeping rooms and suites required to be accessible must be dispersed among the various classes of sleeping accommodations available to guests. The class dispersal should also include rooms with views.
- 312.04 Accessible rooms are recommended to connect to a double-bedded room.
- 312.05 Listed below are a number of items (required by ADA) that are often overlooked. However, be advised that the ADA guidelines in its entirety must be followed as a minimum.
 - A. Guests must have barrier-free access to accessible suites and all public areas.
 - B. Accessible parking must be conveniently located at the hotel entrance and convenient to the accessible guest rooms.
 - C. Accessible guest room and suite entrance doors must be 3'-0" (0.91 m.). Threshold must not impede wheelchair movement.
 - D. A second, one-way viewer in the entrance door is required.
 - E. The thermostat is required to be in an accessible location.
 - F. Drapery batons must extend to 48" (1.22m) AFF and be easily operable.
 - G. The wall-mounted light fixture above the luggage bench in the guest rooms must be switched at the entrance door, separate from the entry area ceiling light. The fixture must *not* have a switch on it. This arrangement is only allowed in the accessible rooms. Push switches should be provided at all other lamps.
 - H. Fiberglass or acrylic roll-in shower units fully equipped to comply with ADA are permitted.
 - I. Wall-mounted china lavatories are also acceptable but only in the accessible rooms. Typical guest room vanity bases are not required in the accessible rooms. These rooms are to have skirts with 29" minimum clearance beneath.
 - J. Bottom of the reflective portion of the mirror over vanity must be no more than 40" (1.02m) AFF.
 - K. Provide toilet accessories mounted in compliance with ADA.



Building and Furnishing

- L. Shower rods in the ADA showers must be straight rods instead of the typical bowed shower rods.
- M. Showers must have two showerheads — one at typical guest room showerhead location, one on adjustable rod in location as required by ADA (typically the back wall).
- N. The standard wood towel shelf must be provided over the toilet. An additional towel bar must be provided within the bath that complies with all ADA clearances and reach ranges.
- O. Electrical outlets must be mounted no lower than 18" (0.46 m.) above floor. Coordinate casegoods accordingly.
- P. The wet bar must provide wheelchair access at sink.
- Q. The guest room desks and/or tables must provide wheelchair access, which is typically 27" clear height.
- R. 2" x 2" floor tile is acceptable at roll-in showers.



Building and Furnishing

313.00 Standard Room Layouts

313.01 Following are Standard Room Layouts for Hampton hotels. The layouts are noted to which brand they apply by the mark (HI) for Hampton Inn, (HH) for the Hometown prototype, (HIS) for Hampton Inn & Suites. These room sizes should be considered as minimums. Approved alternate room sizes could modify dimensional requirements of furniture pieces and/or furniture elements. See prototype drawings at hamptonfranchise.com for a complete package of all available room types and layouts.

* New construction requires the 14'-0" bay king room.

Single Queen Room (use in Hometown ONLY)

King Room – New Construction

King Room – Renovation

Double Queen Room

Alternate Desk Double Queen

King Studio

Double Queen Studio

Queen Studio

King Jacuzzi Tub

King Spa

King Sofa Room – New Construction

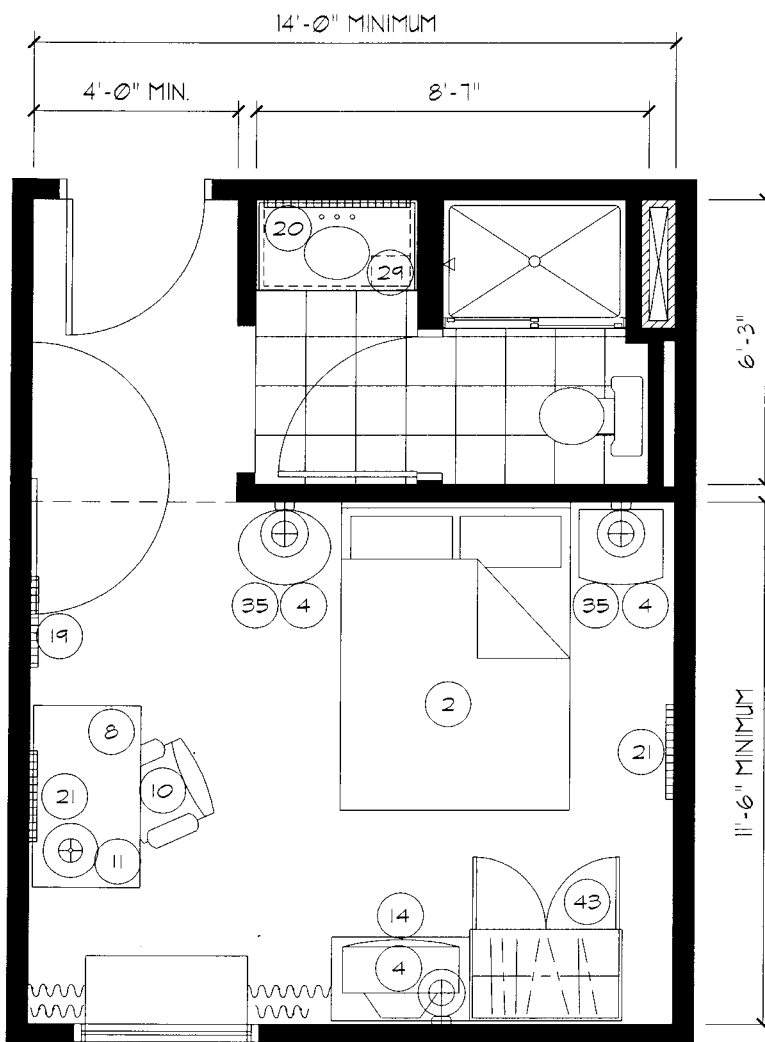
King Sofa Room – Renovation

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Building and Furnishing

HH

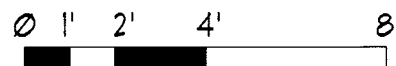
SINGLE QUEEN ROOM (276 SQ. FT.)



FURNISHINGS LEGEND

- ① KING BED - HEAD BOARD
- ② QUEEN BED - HEAD BOARD
- ③ NIGHT STAND - 24"W
- ④ WALL MOUNTED LAMP - PLUG WIRED
- ⑤ NOT USED
- ⑥ FLOOR LAMP - PLUG WIRED
- ⑦ CURVED WORK DESK - 72"W x 42"D x 30"H
- ⑧ EXECUTIVE DESK - 48"W x 28"D x 30"H
- ⑨ ACTIVITY CHAIR
- ⑩ 5 STAR DESK CHAIR
- ⑪ DESK LAMP - PLUG WIRED
- ⑫ BACHELOR'S CHEST WITH 32" TV
- ⑬ LUGGAGE BENCH
- * ⑭ BACHELOR'S CHEST WITH TV
- ⑮ LOUNGE CHAIR WITH OTTOMAN
- ⑯ NOT USED
- ⑰ COFFEE TABLE
- ⑱ SOFA-SLEEPER
- ⑲ FULL LENGTH MIRROR - 18"W x 60"H
- ⑳ FRAMED MIRROR
- ㉑ ARTWORK
- ㉒ CEILING MOUNTED LIGHT
- ㉓ WALL MOUNTED LIGHT
- ㉔ NOT USED
- ㉕ END TABLE - 20"W x 24"H x 24"D
- ㉖ TABLE LAMP - PLUG WIRED
- ㉗ WET BAR WITH UNDERCOUNTER REFRIGERATOR AND MICROWAVE
- ㉘ NOT USED
- ㉙ COFFEE MAKER
- ㉚ NOT USED
- ㉛ NOT USED
- ㉜ NOT USED
- ㉝ NOT USED
- ㉞ PREMIUM LOUNGE CHAIR WITH ARMS & OTTOMAN
- ㉟ NIGHT STAND
- ㊱ NIGHT STAND - 18"W
- ㊲ BENCH
- ㊳ NOT USED
- ㊴ NOT USED
- ㊵ CORNER BACHELOR'S CHEST W/ TV
- ㊶ CHAISE LOUNGE CHAIR
- ㊷ WHIRLPOOL TUB
- ㊸ ARMOIRE

* TV ARMOIRE MAY BE SUBSTITUTED BUT MINIMUM WIDTH TO BE 36"



SCALE

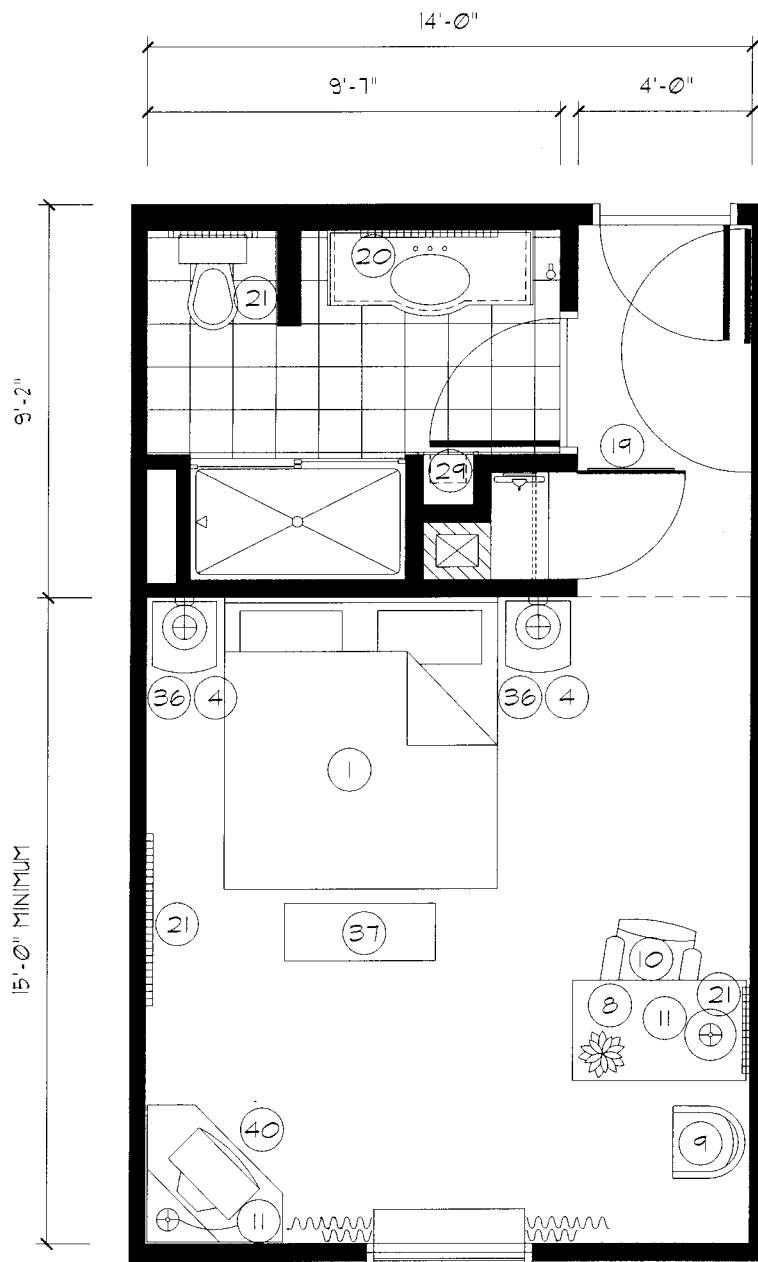
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Building and Furnishing

HI/HIS

KING ROOM-NEW CONSTRUCTION

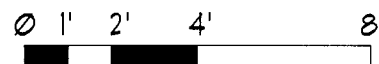
(353 SQ. FT.)



FURNISHINGS LEGEND

- ① KING BED - HEAD BOARD
- ② QUEEN BED - HEAD BOARD
- ③ NIGHT STAND - 24"W
- ④ WALL MOUNTED LAMP - PLUG WIRED
- ⑤ NOT USED
- ⑥ FLOOR LAMP - PLUG WIRED
- ⑦ CURVED WORK DESK - 72"W x 42"D x 30"H
- ⑧ EXECUTIVE DESK - 48"W x 28"D x 30"H
- ⑨ ACTIVITY CHAIR
- ⑩ 5 STAR DESK CHAIR
- ⑪ DESK LAMP - PLUG WIRED
- ⑫ BACHELOR'S CHEST WITH 32" TV
- ⑬ LUGGAGE BENCH
- * ⑭ BACHELOR'S CHEST WITH TV
- ⑮ LOUNGE CHAIR WITH OTTOMAN
- ⑯ NOT USED
- ⑰ COFFEE TABLE
- ⑱ SOFA-SLEEPER
- ⑲ FULL LENGTH MIRROR - 18"W x 60"H
- ⑳ FRAMED MIRROR
- ㉑ ARTWORK
- ㉒ CEILING MOUNTED LIGHT
- ㉓ WALL MOUNTED LIGHT
- ㉔ NOT USED
- ㉕ END TABLE - 20"W x 24"H x 24"D
- ㉖ TABLE LAMP - PLUG WIRED
- ㉗ WET BAR WITH UNDERCOUNTER REFRIGERATOR AND MICROWAVE
- ㉘ NOT USED
- ㉙ COFFEE MAKER
- ㉚ NOT USED
- ㉛ NOT USED
- ㉜ NOT USED
- ㉝ NOT USED
- ㉞ PREMIUM LOUNGE CHAIR WITH ARMS & OTTOMAN
- ㉟ NIGHT STAND
- ㊱ NIGHT STAND - 18"W
- ㊲ BENCH
- ㊳ NOT USED
- ㊴ NOT USED
- ㊵ CORNER BACHELOR'S CHEST W/ TV
- ㊶ CHAISE LOUNGE CHAIR
- ㊷ WHIRLPOOL TUB
- ㊸ ARMOIRE

* TV ARMOIRE MAY BE SUBSTITUTED BUT MINIMUM WIDTH TO BE 36"



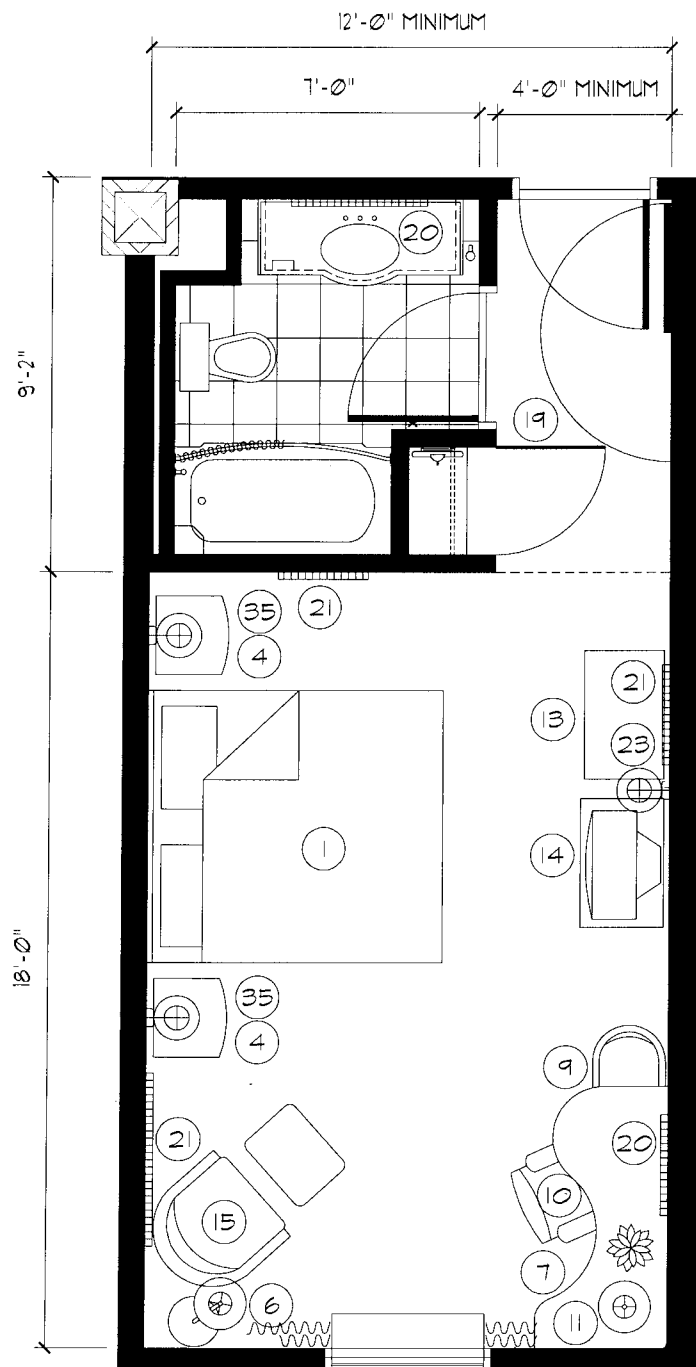
SCALE

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Building and Furnishing

HI/HIS

KING ROOM-RENOVATION (352 SQ. FT.)



FURNISHINGS LEGEND

- ① KING BED - HEAD BOARD
 - ② QUEEN BED - HEAD BOARD
 - ③ NIGHT STAND - 24"W
 - ④ WALL MOUNTED LAMP - PLUG WIRED
 - ⑤ NOT USED
 - ⑥ FLOOR LAMP - PLUG WIRED
 - ⑦ CURVED WORK DESK - 72"W x 42"D x 30"H
 - ⑧ EXECUTIVE DESK - 48"W x 28"D x 30"H
 - ⑨ ACTIVITY CHAIR
 - ⑩ 5 STAR DESK CHAIR
 - ⑪ DESK LAMP - PLUG WIRED
 - ⑫ BACHELOR'S CHEST WITH 32" TV
 - ⑬ LUGGAGE BENCH
 - * ⑭ BACHELOR'S CHEST WITH TV
 - ⑮ LOUNGE CHAIR WITH OTTOMAN
 - ⑯ NOT USED
 - ⑰ COFFEE TABLE
 - ⑱ SOFA-SLEEPER
 - ⑲ FULL LENGTH MIRROR - 18"W x 60"H
 - ⑳ FRAMED MIRROR
 - ㉑ ARTWORK
 - ㉒ CEILING MOUNTED LIGHT
 - ㉓ WALL MOUNTED LIGHT
 - ㉔ NOT USED
 - ㉕ END TABLE - 20"W x 24"H x 24"D
 - ㉖ TABLE LAMP - PLUG WIRED
 - ㉗ WET BAR WITH UNDERCOUNTER REFRIGERATOR AND MICROWAVE
 - ㉘ NOT USED
 - ㉙ COFFEE MAKER
 - ㉚ NOT USED
 - ㉛ NOT USED
 - ㉜ NOT USED
 - ㉝ NOT USED
 - ㉞ PREMIUM LOUNGE CHAIR WITH ARMS & OTTOMAN
 - ㉟ NIGHT STAND
 - ㊱ NIGHT STAND - 18"W
 - ㊲ BENCH
 - ㊳ NOT USED
 - ㊴ NOT USED
 - ㊵ CORNER BACHELOR'S CHEST W/ TV
 - ㊶ CHAISE LOUNGE CHAIR
 - ㊷ WHIRLPOOL TUB
 - ㊸ ARMOIRE
- * TV ARMOIRE MAY BE SUBSTITUTED BUT MINIMUM WIDTH TO BE 36"



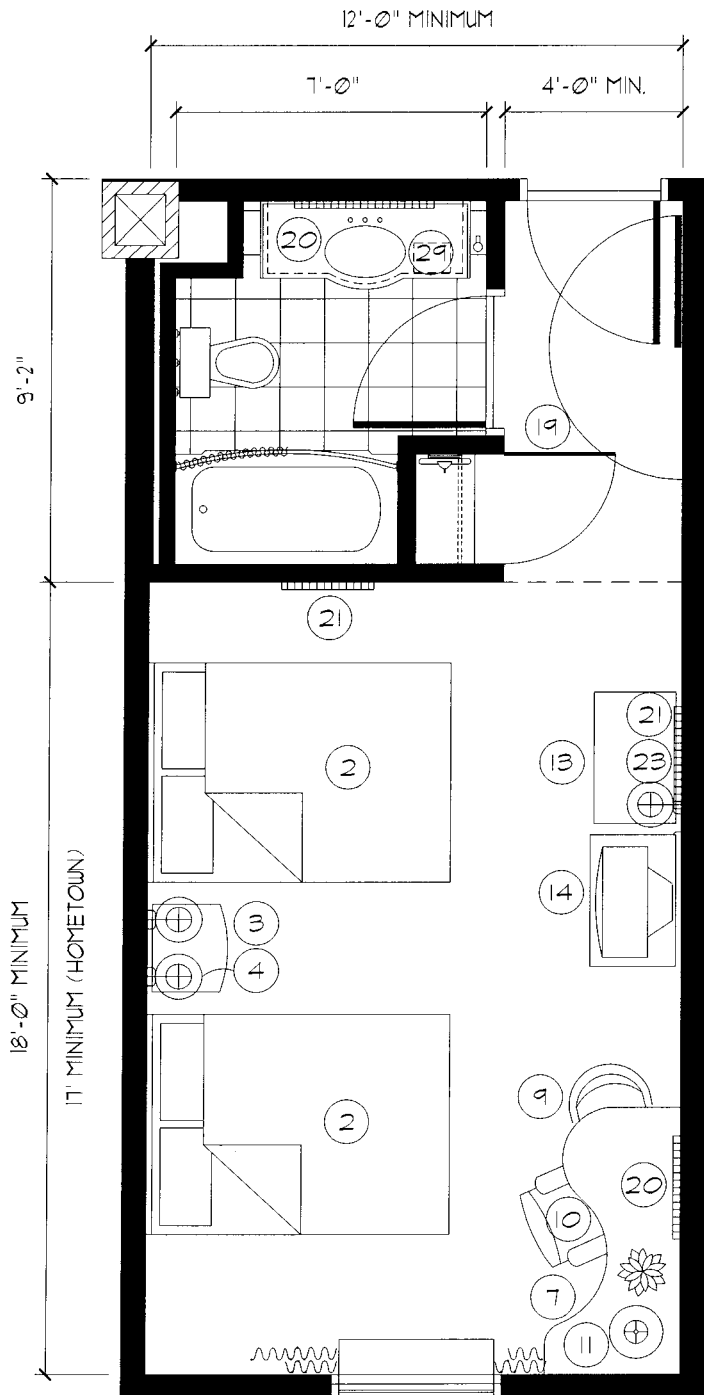
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Building and Furnishing

HH/HI/HIS

DOUBLE QUEEN ROOM (350 SQ. FT.)



FURNISHINGS LEGEND

- ① KING BED - HEAD BOARD
- ② QUEEN BED - HEAD BOARD
- ③ NIGHT STAND - 24"W
- ④ WALL MOUNTED LAMP - PLUG WIRED
- ⑤ NOT USED
- ⑥ FLOOR LAMP - PLUG WIRED
- ⑦ CURVED WORK DESK - 72"W x 42"D x 30"H
- ⑧ EXECUTIVE DESK - 48"W x 28"D x 30"H
- ⑨ ACTIVITY CHAIR
- ⑩ 5 STAR DESK CHAIR
- ⑪ DESK LAMP - PLUG WIRED
- ⑫ BACHELOR'S CHEST WITH 32" TV
- ⑬ LUGGAGE BENCH
- * ⑭ BACHELOR'S CHEST WITH TV
- ⑮ LOUNGE CHAIR WITH OTTOMAN
- ⑯ NOT USED
- ⑰ COFFEE TABLE
- ⑱ SOFA-SLEEPER
- ⑲ FULL LENGTH MIRROR - 18"W x 60"H
- ⑳ FRAMED MIRROR
- ㉑ ARTWORK
- ㉒ CEILING MOUNTED LIGHT
- ㉓ WALL MOUNTED LIGHT
- ㉔ NOT USED
- ㉕ END TABLE - 20"W x 24"H x 24"D
- ㉖ TABLE LAMP - PLUG WIRED
- ㉗ WET BAR WITH UNDERCOUNTER REFRIGERATOR AND MICROWAVE
- ㉘ NOT USED
- ㉙ COFFEE MAKER
- ㉚ NOT USED
- ㉛ NOT USED
- ㉜ NOT USED
- ㉝ NOT USED
- ㉞ PREMIUM LOUNGE CHAIR WITH ARMS & OTTOMAN
- ㉟ NIGHT STAND
- ㊱ NIGHT STAND - 18"W
- ㊲ BENCH
- ㊳ NOT USED
- ㊴ NOT USED
- ㊵ CORNER BACHELOR'S CHEST W/ TV
- ㊶ CHAISE LOUNGE CHAIR
- ㊷ WHIRLPOOL TUB
- ㊸ ARMOIRE

* TV ARMOIRE MAY BE SUBSTITUTED BUT MINIMUM WIDTH TO BE 36"



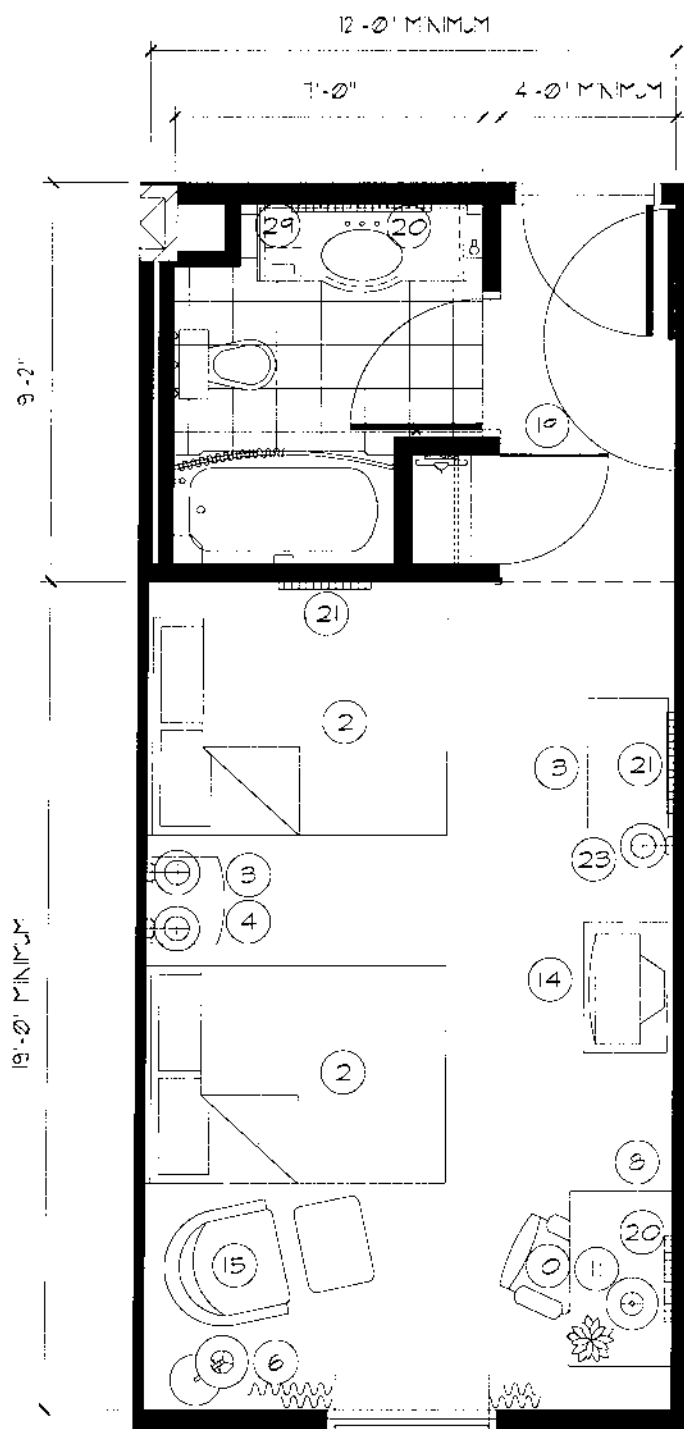
SCALE

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Building and Furnishing

HI/HIS

ALTERNATE DESK DOUBLE QUEEN (353 SQ. FT.)



FURNISHINGS LEGEND

- ① KING BED - HEAD BOARD
- ② QUEEN BED - HEAD BOARD
- ③ NIGHT STAND - 24"W
- ④ WALL MOUNTED LAMP - PLUG WIRED
- ⑤ NOT USED
- ⑥ FLOOR LAMP - PLUG WIRED
- ⑦ CURVED WORK DESK - 12"W x 42"D x 30"H
- ⑧ EXECUTIVE DESK - 48"W x 28"D x 30"H
- ⑨ ACTIVITY CHAIR
- ⑩ 5 STAR DESK CHAIR
- ⑪ DESK LAMP - PLUG WIRED
- ⑫ BACHELOR'S CHEST WITH 32" TV
- ⑬ LUGGAGE BENCH
- * ⑭ BACHELOR'S CHEST WITH TV
- ⑮ LOUNGE CHAIR WITH OTTOMAN
- ⑯ NOT USED
- ⑰ COFFEE TABLE
- ⑱ SOFA-SLEEPER
- ⑲ FULL LENGTH MIRROR - 18"W x 60"H
- ⑳ FRAMED MIRROR
- ㉑ ARTWORK
- ㉒ CEILING MOUNTED LIGHT
- ㉓ WALL MOUNTED LIGHT
- ㉔ NOT USED
- ㉕ END TABLE - 20"W x 24"H x 24"D
- ㉖ TABLE LAMP - PLUG WIRED
- ㉗ WET BAR WITH UNDERCOUNTER REFRIGERATOR AND MICROWAVE
- ㉘ NOT USED
- ㉙ COFFEE MAKER
- ㉚ NOT USED
- ㉛ NOT USED
- ㉜ NOT USED
- ㉝ NOT USED
- ㉞ PREMIUM LOUNGE CHAIR WITH ARMS & OTTOMAN
- ㉟ NIGHT STAND
- ㊱ NIGHT STAND - 18"W
- ㊲ BENCH
- ㊳ NOT USED
- ㊴ NOT USED
- ㊵ CORNER BACHELOR'S CHEST W/ TV
- ㊶ CHAISE LOUNGE CHAIR
- ㊷ WHIRLPOOL TUB
- ㊸ ARMOIRE

* TV ARMOIRE MAY BE SUBSTITUTED BUT MINIMUM WIDTH TO BE 36"



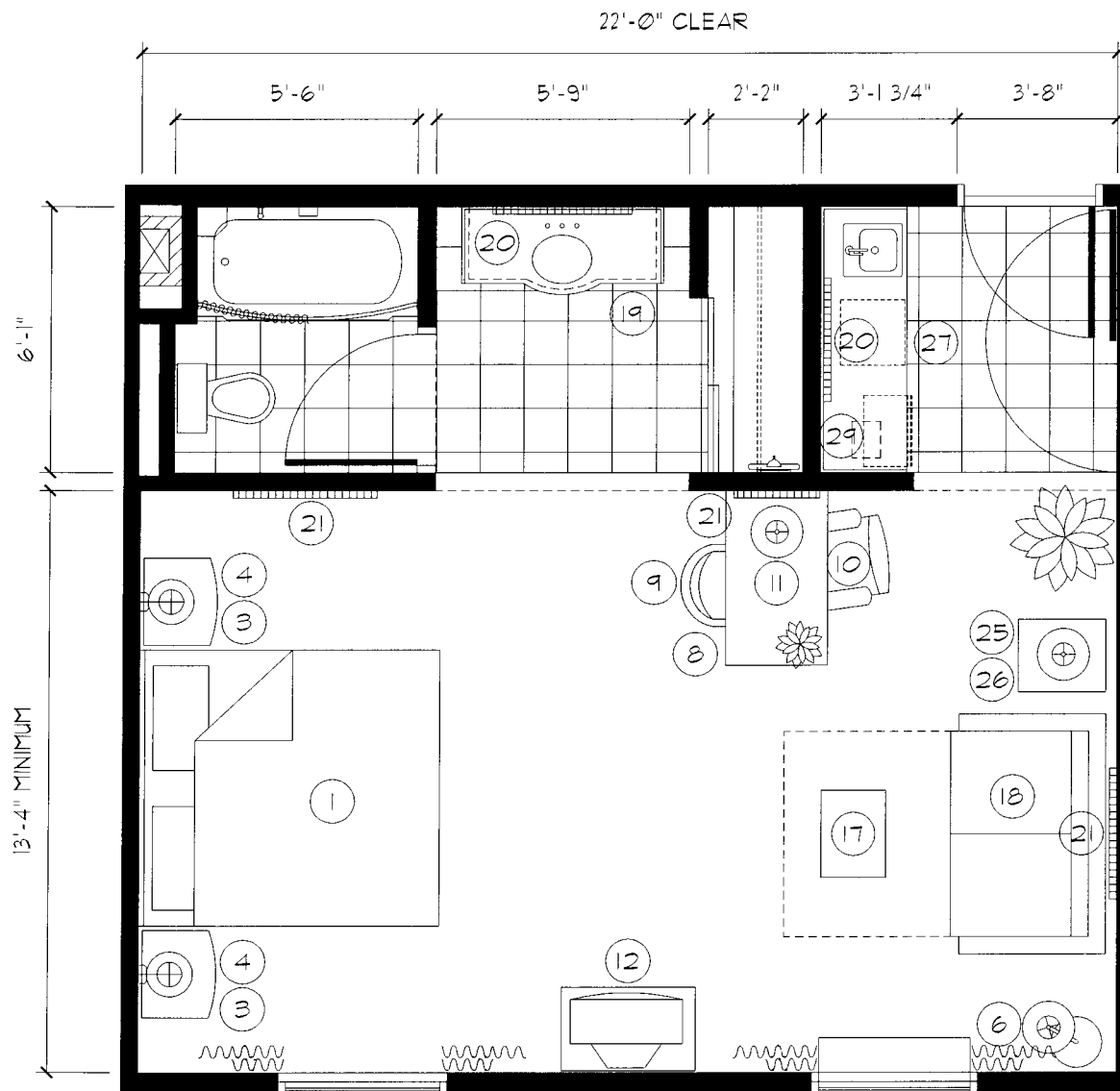
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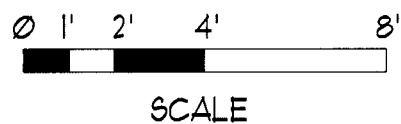
Building and Furnishing

HI/HIS

KING STUDIO (467 SQ. FT.)



NOTE:
SEE QUEEN ROOM FOR FURNITURE LEGEND

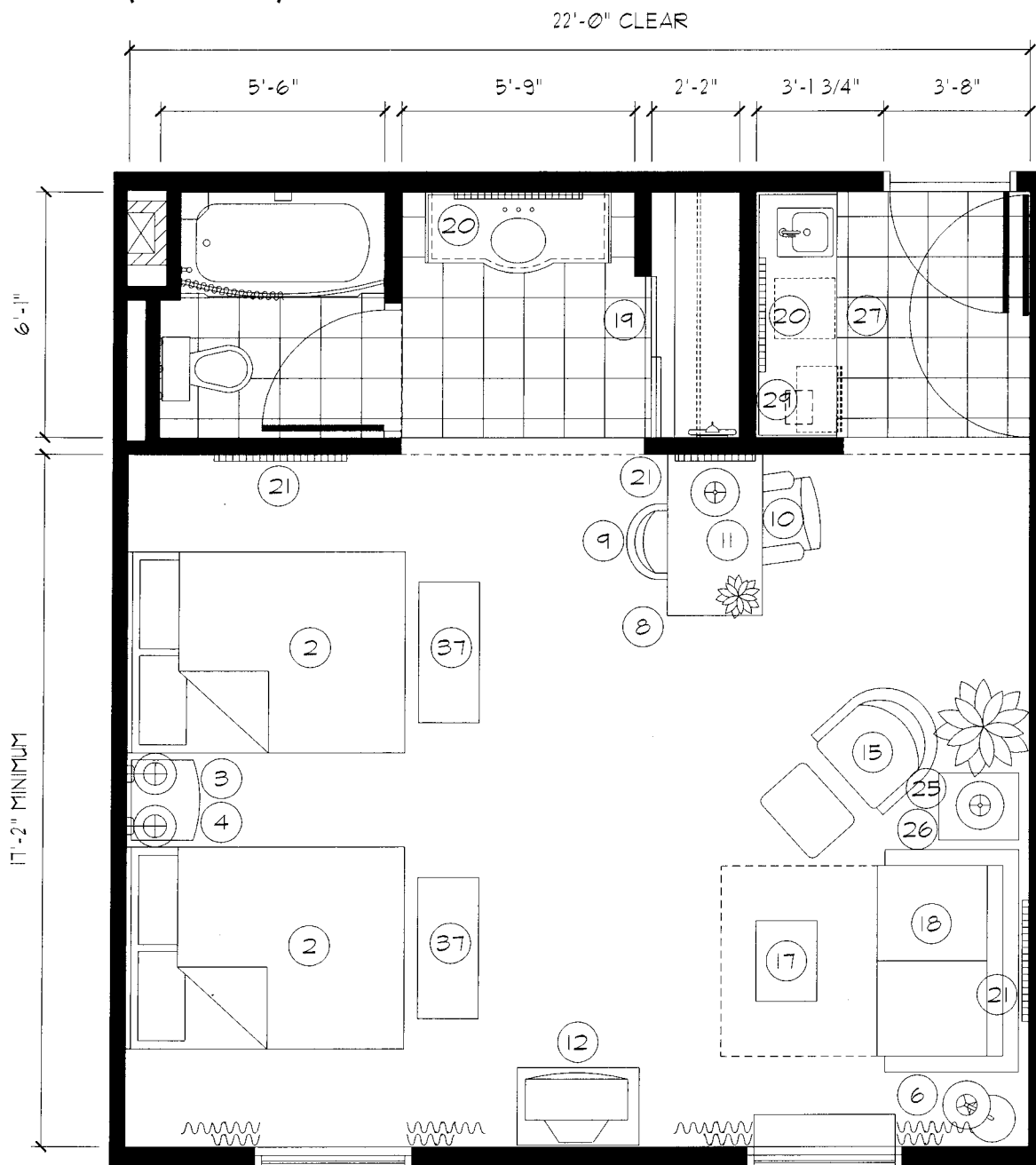


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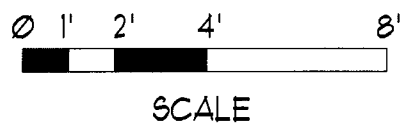
Building and Furnishing

HI/HIS

DOUBLE QUEEN STUDIO (559 SQ. FT.)



NOTE:
SEE QUEEN ROOM FOR FURNITURE LEGEND

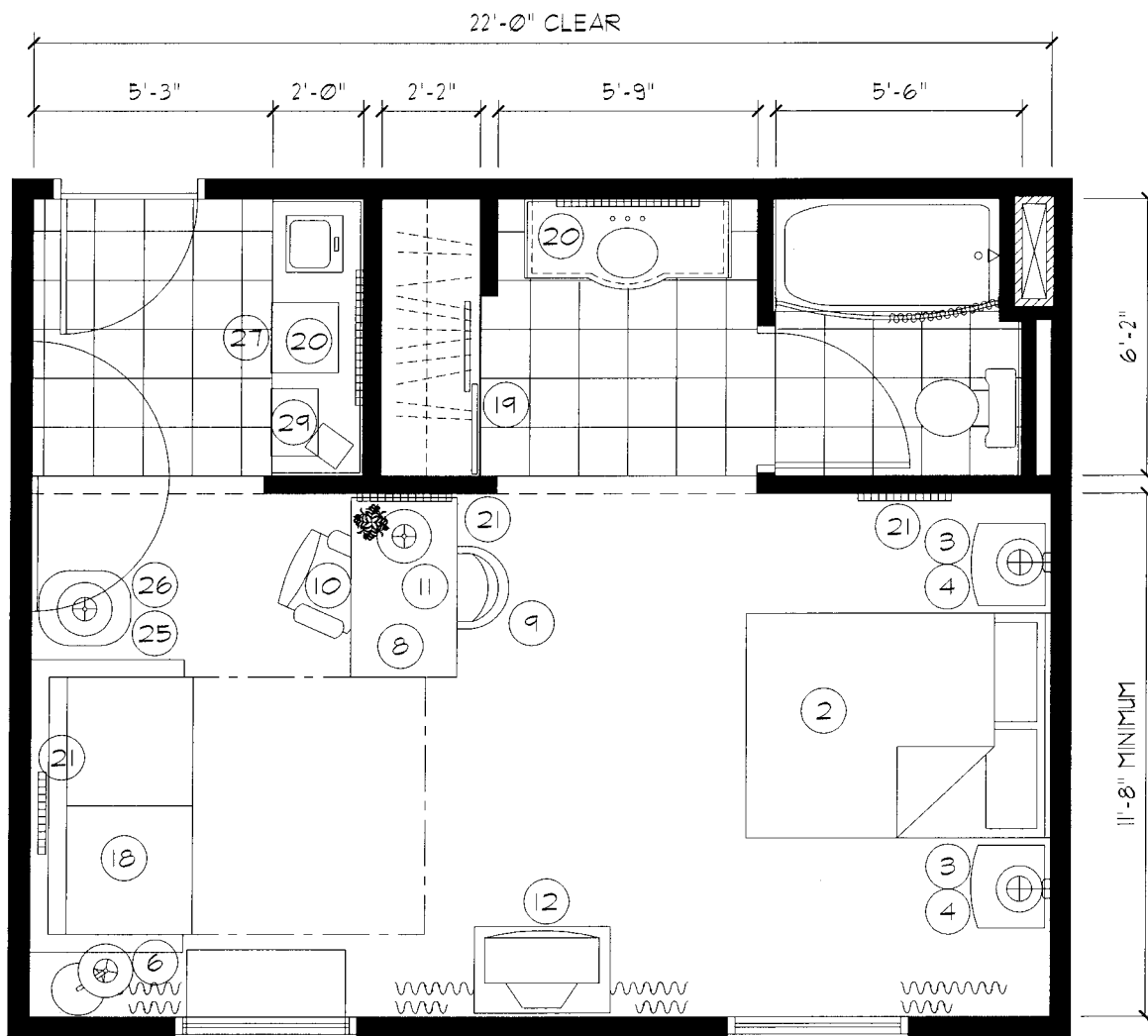


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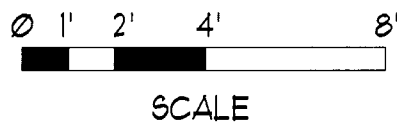
Building and Furnishing

HH

QUEEN STUDIO (440 SQ. FT.)



NOTE:
SEE QUEEN ROOM FOR FURNITURE LEGEND

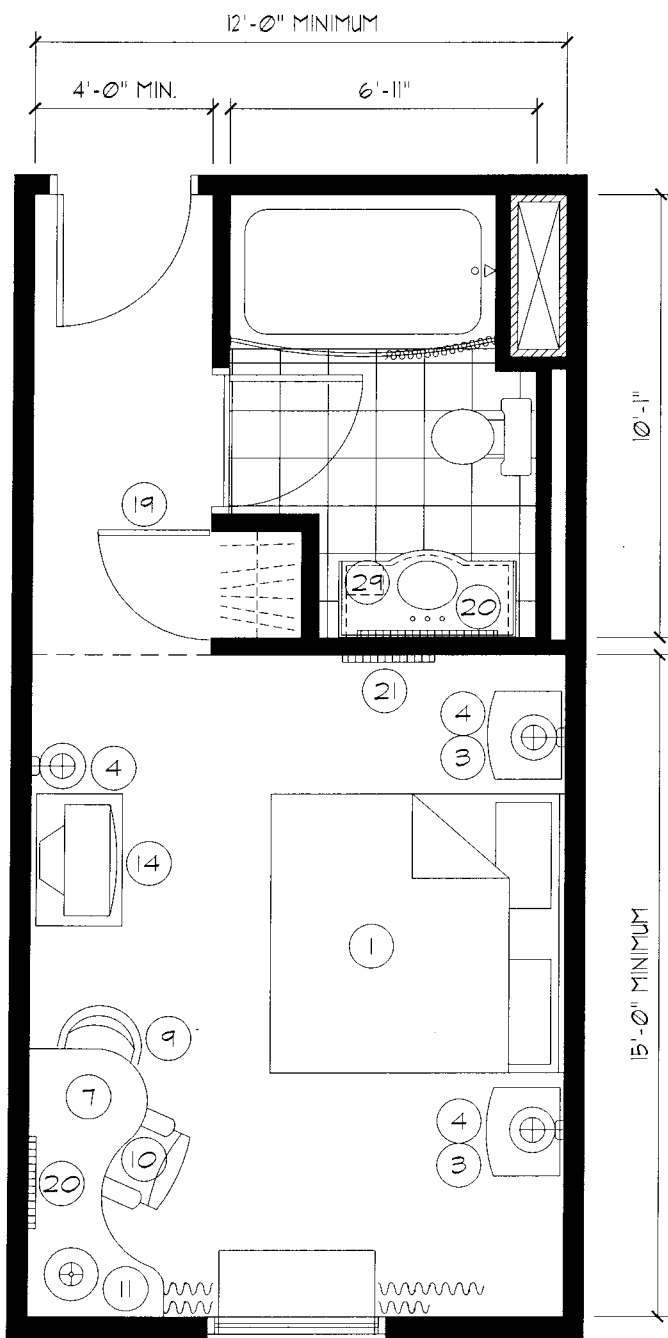


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Building and Furnishing

HH

KING JACUZZI TUB (329 SQ. FT.)



FURNISHINGS LEGEND

- ① KING BED - HEAD BOARD
 - ② QUEEN BED - HEAD BOARD
 - ③ NIGHT STAND - 24"W
 - ④ WALL MOUNTED LAMP - PLUG WIRED
 - ⑤ NOT USED
 - ⑥ FLOOR LAMP - PLUG WIRED
 - ⑦ CURVED WORK DESK - 72"W x 42"D x 30"H
 - ⑧ EXECUTIVE DESK - 48"W x 28"D x 30"H
 - ⑨ ACTIVITY CHAIR
 - ⑩ 5 STAR DESK CHAIR
 - ⑪ DESK LAMP - PLUG WIRED
 - ⑫ BACHELOR'S CHEST WITH 32" TV
 - ⑬ LUGGAGE BENCH
 - * ⑭ BACHELOR'S CHEST WITH TV
 - ⑮ LOUNGE CHAIR WITH OTTOMAN
 - ⑯ NOT USED
 - ⑰ COFFEE TABLE
 - ⑱ SOFA-SLEEPER
 - ⑲ FULL LENGTH MIRROR - 18"W x 60"H
 - ⑳ FRAMED MIRROR
 - ㉑ ARTWORK
 - ㉒ CEILING MOUNTED LIGHT
 - ㉓ WALL MOUNTED LIGHT
 - ㉔ NOT USED
 - ㉕ END TABLE - 20"W x 24"H x 24"D
 - ㉖ TABLE LAMP - PLUG WIRED
 - ㉗ WET BAR WITH UNDERCOUNTER REFRIGERATOR AND MICROWAVE
 - ㉘ NOT USED
 - ㉙ COFFEE MAKER
 - ㉚ NOT USED
 - ㉛ NOT USED
 - ㉜ NOT USED
 - ㉝ NOT USED
 - ㉞ PREMIUM LOUNGE CHAIR WITH ARMS & OTTOMAN
 - ㉟ NIGHT STAND
 - ㊱ NIGHT STAND - 18"W
 - ㊲ BENCH
 - ㊳ NOT USED
 - ㊴ NOT USED
 - ㊵ CORNER BACHELOR'S CHEST W/ TV
 - ㊶ CHAISE LOUNGE CHAIR
 - ㊷ WHIRLPOOL TUB
 - ㊸ ARMOIRE
- * TV ARMOIRE MAY BE SUBSTITUTED BUT MINIMUM WIDTH TO BE 36"

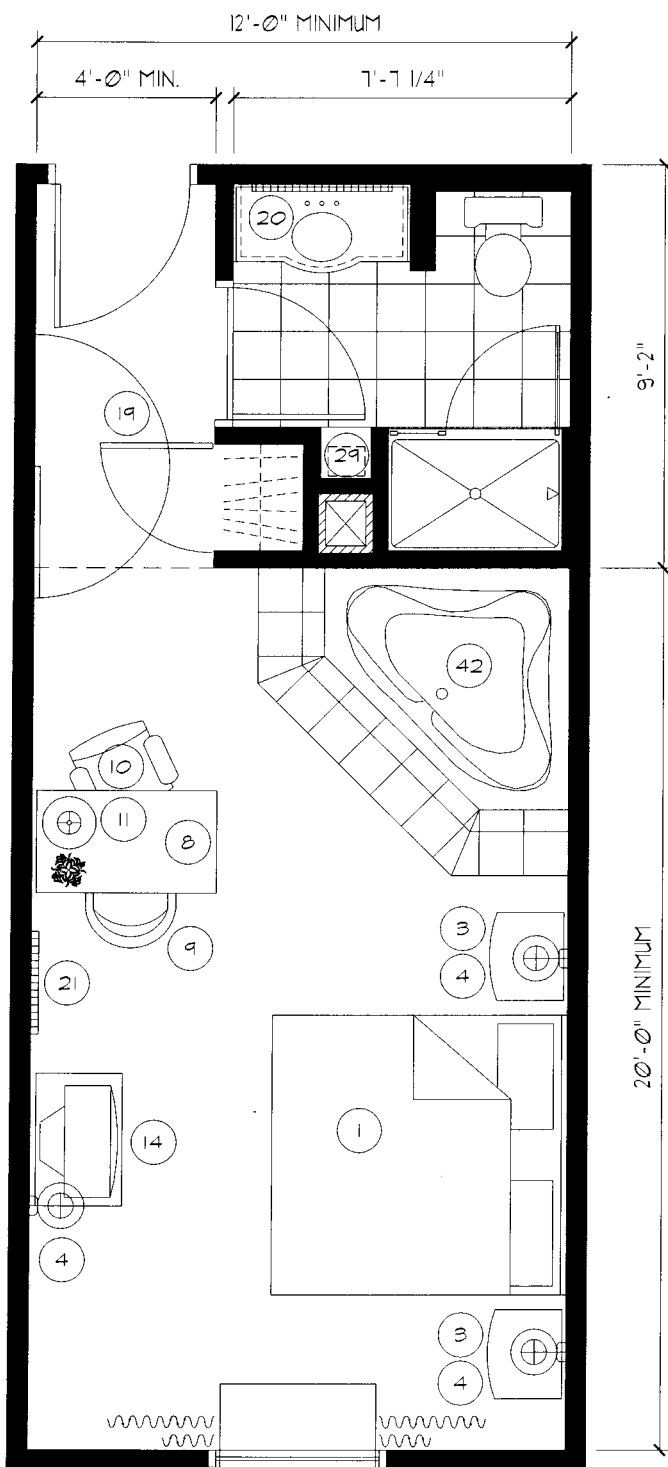
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SCALE

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Building and Furnishing

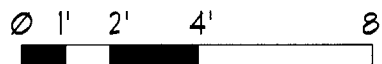
HH

KING SPA ROOM (370 SQ. FT.)



FURNISHINGS LEGEND

- ① KING BED - HEAD BOARD
 - ② QUEEN BED - HEAD BOARD
 - ③ NIGHT STAND - 24"W
 - ④ WALL MOUNTED LAMP - PLUG WIRED
 - ⑤ NOT USED
 - ⑥ FLOOR LAMP - PLUG WIRED
 - ⑦ CURVED WORK DESK - 72"W x 42"D x 30"H
 - ⑧ EXECUTIVE DESK - 48"W x 28"D x 30"H
 - ⑨ ACTIVITY CHAIR
 - ⑩ 5 STAR DESK CHAIR
 - ⑪ DESK LAMP - PLUG WIRED
 - ⑫ BACHELOR'S CHEST WITH 32" TV
 - ⑬ LUGGAGE BENCH
 - * ⑭ BACHELOR'S CHEST WITH TV
 - ⑮ LOUNGE CHAIR WITH OTTOMAN
 - ⑯ NOT USED
 - ⑰ COFFEE TABLE
 - ⑱ SOFA-SLEEPER
 - ⑲ FULL LENGTH MIRROR - 18"W x 60"H
 - ⑳ FRAMED MIRROR
 - ㉑ ARTWORK
 - ㉒ CEILING MOUNTED LIGHT
 - ㉓ WALL MOUNTED LIGHT
 - ㉔ NOT USED
 - ㉕ END TABLE - 20"W x 24"H x 24"D
 - ㉖ TABLE LAMP - PLUG WIRED
 - ㉗ WET BAR WITH UNDERCOUNTER REFRIGERATOR AND MICROWAVE
 - ㉘ NOT USED
 - ㉙ COFFEE MAKER
 - ㉚ NOT USED
 - ㉛ NOT USED
 - ㉜ NOT USED
 - ㉝ NOT USED
 - ㉞ PREMIUM LOUNGE CHAIR WITH ARMS & OTTOMAN
 - ㉟ NIGHT STAND
 - ㊱ NIGHT STAND - 18"W
 - ㊲ BENCH
 - ㊳ NOT USED
 - ㊴ NOT USED
 - ㊵ CORNER BACHELOR'S CHEST W/ TV
 - ㊶ CHAISE LOUNGE CHAIR
 - ㊷ WHIRLPOOL TUB
 - ㊸ ARMOIRE
- * TV ARMOIRE MAY BE SUBSTITUTED BUT MINIMUM WIDTH TO BE 36"



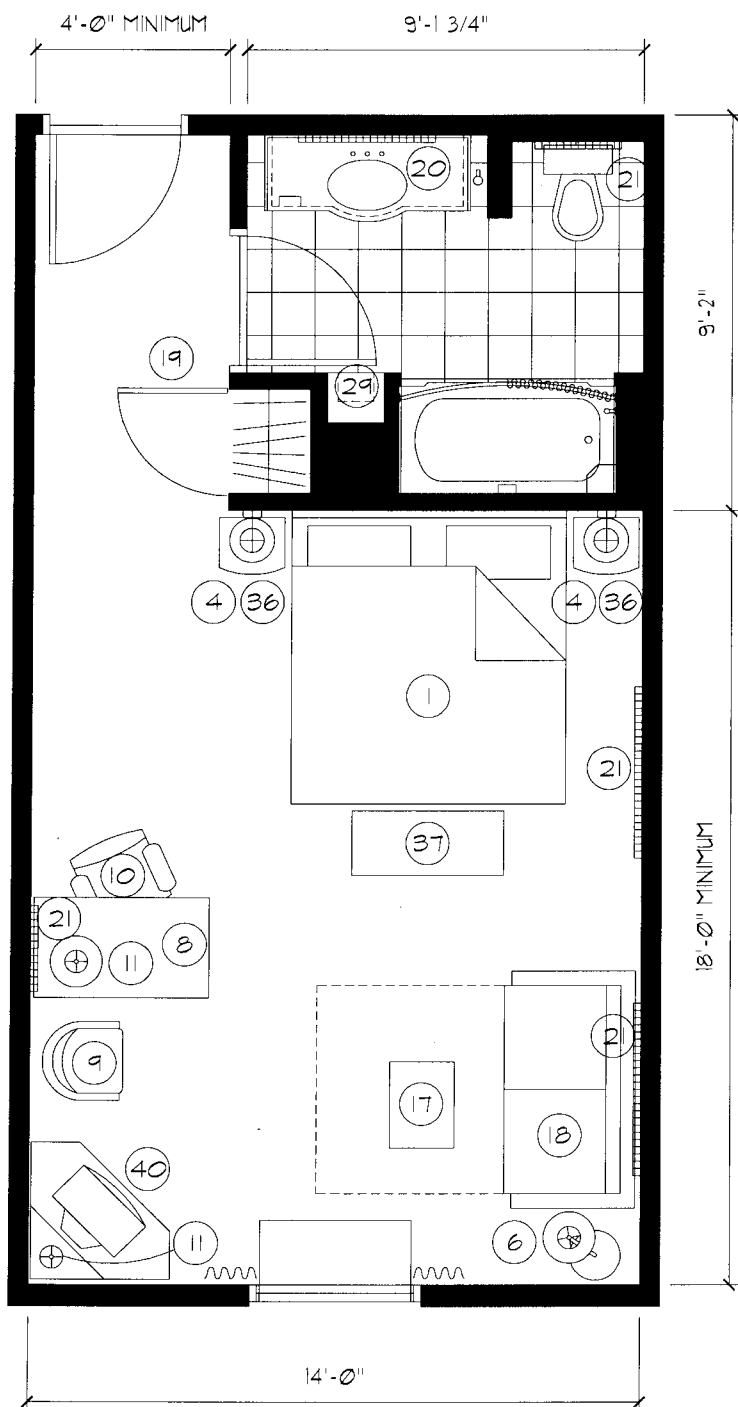
SCALE

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Building and Furnishing

HI/HIS

KING SOFA ROOM-NEW CONSTRUCTION (400 SQ. FT.)



FURNISHINGS LEGEND

- ① KING BED - HEAD BOARD
- ② QUEEN BED - HEAD BOARD
- ③ NIGHT STAND - 24"W
- ④ WALL MOUNTED LAMP - PLUG WIRED
- ⑤ NOT USED
- ⑥ FLOOR LAMP - PLUG WIRED
- ⑦ CURVED WORK DESK - 72"W x 42"D x 30"H
- ⑧ EXECUTIVE DESK - 48"W x 28"D x 30"H
- ⑨ ACTIVITY CHAIR
- ⑩ 5 STAR DESK CHAIR
- ⑪ DESK LAMP - PLUG WIRED
- ⑫ BACHELOR'S CHEST WITH 32" TV
- ⑬ LUGGAGE BENCH
- * ⑭ BACHELOR'S CHEST WITH TV
- ⑮ LOUNGE CHAIR WITH OTTOMAN
- ⑯ NOT USED
- ⑰ COFFEE TABLE
- ⑱ SOFA-SLEEPER
- ⑲ FULL LENGTH MIRROR - 18"W x 60"H
- ⑳ FRAMED MIRROR
- ㉑ ARTWORK
- ㉒ CEILING MOUNTED LIGHT
- ㉓ WALL MOUNTED LIGHT
- ㉔ NOT USED
- ㉕ END TABLE - 20"W x 24"H x 24"D
- ㉖ TABLE LAMP - PLUG WIRED
- ㉗ WET BAR WITH UNDERCOUNTER REFRIGERATOR AND MICROWAVE
- ㉘ NOT USED
- ㉙ COFFEE MAKER
- ㉚ NOT USED
- ㉛ NOT USED
- ㉜ NOT USED
- ㉝ NOT USED
- ㉞ PREMIUM LOUNGE CHAIR WITH ARMS & OTTOMAN
- ㉟ NIGHT STAND
- ㊱ NIGHT STAND - 18"W
- ㊲ BENCH
- ㊳ NOT USED
- ㊴ NOT USED
- ㊵ CORNER BACHELOR'S CHEST W/ TV
- ㊶ CHAISE LOUNGE CHAIR
- ㊷ WHIRLPOOL TUB
- ㊸ ARMOIRE

* TV ARMOIRE MAY BE SUBSTITUTED BUT MINIMUM WIDTH TO BE 36"



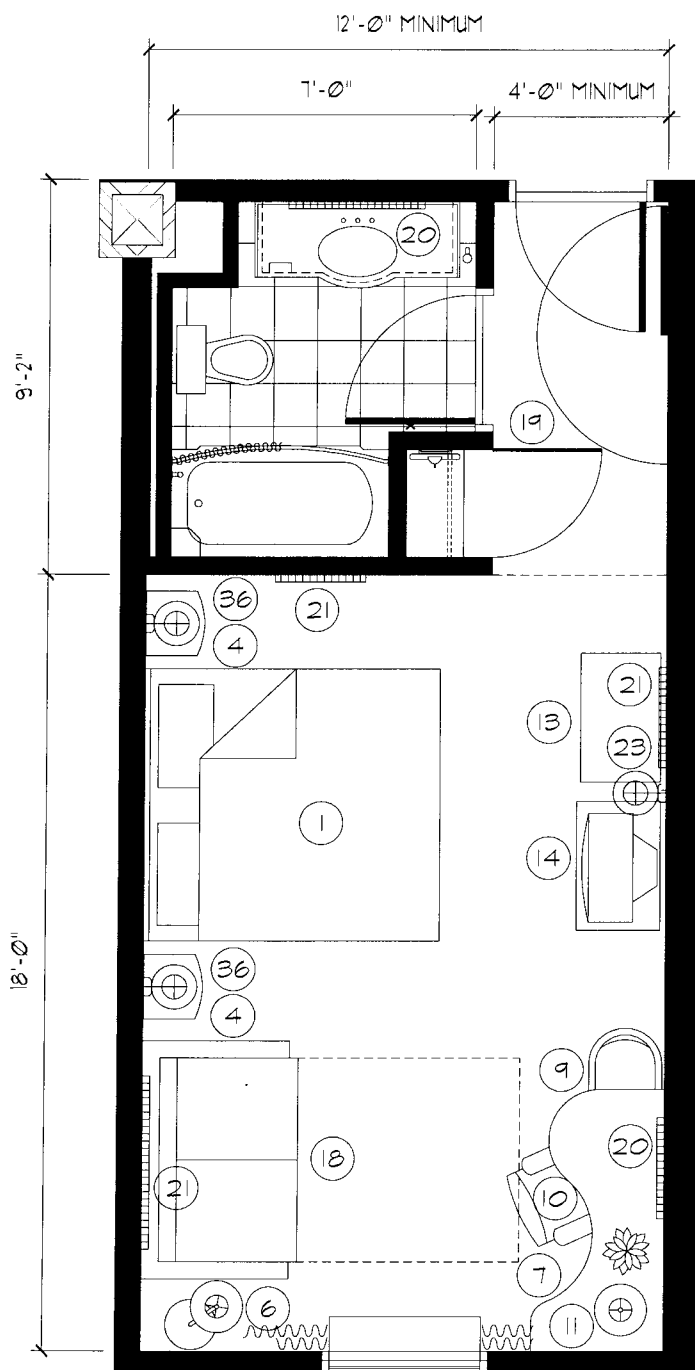
SCALE

– Confidential –
for use by Hilton Hotels only

Building and Furnishing

HI/HIS

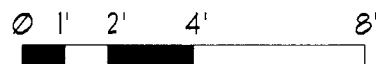
KING SOFA ROOM-RENOVATION (352 SQ. FT.)



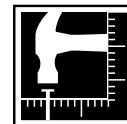
FURNISHINGS LEGEND

- ① KING BED - HEAD BOARD
- ② QUEEN BED - HEAD BOARD
- ③ NIGHT STAND - 24"W
- ④ WALL MOUNTED LAMP - PLUG WIRED
- ⑤ NOT USED
- ⑥ FLOOR LAMP - PLUG WIRED
- ⑦ CURVED WORK DESK - 72"W x 42"D x 30"H
- ⑧ EXECUTIVE DESK - 48"W x 28"D x 30"H
- ⑨ ACTIVITY CHAIR
- ⑩ 5 STAR DESK CHAIR
- ⑪ DESK LAMP - PLUG WIRED
- ⑫ BACHELOR'S CHEST WITH 32" TV
- ⑬ LUGGAGE BENCH
- * ⑭ BACHELOR'S CHEST WITH TV
- ⑮ LOUNGE CHAIR WITH OTTOMAN
- ⑯ NOT USED
- ⑰ COFFEE TABLE
- ⑱ SOFA-SLEEPER
- ⑲ FULL LENGTH MIRROR - 18"W x 60"H
- ⑳ FRAMED MIRROR
- ㉑ ARTWORK
- ㉒ CEILING MOUNTED LIGHT
- ㉓ WALL MOUNTED LIGHT
- ㉔ NOT USED
- ㉕ END TABLE - 20"W x 24"H x 24"D
- ㉖ TABLE LAMP - PLUG WIRED
- ㉗ WET BAR WITH UNDERCOUNTER REFRIGERATOR AND MICROWAVE
- ㉘ NOT USED
- ㉙ COFFEE MAKER
- ㉚ NOT USED
- ㉛ NOT USED
- ㉜ NOT USED
- ㉝ NOT USED
- ㉞ PREMIUM LOUNGE CHAIR WITH ARMS & OTTOMAN
- ㉟ NIGHT STAND
- ㊱ NIGHT STAND - 18"W
- ㊲ BENCH
- ㊳ NOT USED
- ㊴ NOT USED
- ㊵ CORNER BACHELOR'S CHEST W/ TV
- ㊶ CHAISE LOUNGE CHAIR
- ㊷ WHIRLPOOL TUB
- ㊸ ARMOIRE

* TV ARMOIRE MAY BE SUBSTITUTED BUT MINIMUM WIDTH TO BE 36"



SCALE



Building and Furnishing

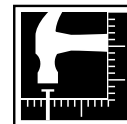
314.00 Guest Room/Suite Support Areas

314.01 Passenger Elevators

- A. Elevator service is required in all hotels.
- B. Two- and three-story hotels require a minimum of one elevator as long as that elevator complies with the maximum wait time.
- C. A minimum of two elevators must be used in buildings above three stories.
- D. Provide minimum 2,500 lb. capacity.
- E. Minimum width of door opening is to be 3'-6" (1.07m).
- F. The floor is to be covered with carpet or hard surface decorative floor covering subject to approval of Hilton Hotels. Vinyl floor tile is *not* acceptable.
- G. One operating panel is required in each cab.
- H. The minimum finished inside floor dimension will be 6'-8" wide and 4'-3" deep.
- I. Assuming 24-30 rooms per floor, speeds must be:

3-4 STORIES	TYPE	UP	DOWN
Minimum	Hydraulic	125 F.P.M.	150 F.P.M.
Recommended	Hydraulic	150 F.P.M.	175 F.P.M.
Maximum wait time is forty-five seconds.			

- J. Heat or touch-sensitive call buttons are permitted provided there is an automatic auxiliary return in the event of fire or other emergency.
- K. The elevator call button must be mounted no more than 42" (1.07m) AFF. Elevator controls and telephone must be mounted no more than 48" (1.22m) AFF.
- L. All elevator controls must be equipped with a "door open" button.
- M. Elevator walls must have grab rails on all three sides mounted 32" (.81m) AFF.
- N. A sign stating "Do Not Use Elevator in Case of Fire - Use Stairs" must be installed at each elevator entrance on each floor and in each cab.
- O. Provide Braille markings on elevator control panels.
- P. A recessed telephone cabinet must contain a house phone that dials automatically to the front desk, unless otherwise required by local authorities.
- Q. A rear door opening into the laundry is required when the elevator lobby is directly adjacent to the hotel lobby. A rear door opening is recommended in all cases. If a rear door opening into the laundry is provided, the door must be operable only by using an employee key to prevent guest access.



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R. All elevator shaft walls must have a two-hour fire rating. All elevator shaft doors must have a 1½-hour fire rating.

S. Elevator Graphics (MIH)

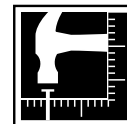
An elevator graphic as manufactured by Harlan Graphics is to be installed in each public elevator. (See OnQ Insider > Hampton > *Make It Hampton Product Reorder Catalog* for ordering information.) Graphic to be 12" h x width of door plus 2" each side. Graphic to be centered on door opening, mounted 4'-6" A.F.F. to the bottom, and trimmed of any access at left and right sides. Lettering to be Frutiger font, 75 black. No other artwork or marketing material will be allowed within the elevator cab.

Any hotels beginning new construction, applying for re-licensing or change of ownership after February 1, 2004, must comply with this standard. All other hotels must comply by December 31, 2004. (See [Standard 300.02](#), Make It Hampton.)

314.02 Corridors/Elevator Lobbies

A. Primary Corridors

1. Corridors in the guest room/suite area must be a minimum of 6'-0" wide on new construction (Hometown prototype are allowed 5'-0" corridors due to the size of the hotel). A minimum ceiling height of 8'-0" is required, except furrdowns as low as 7'-4" will be allowed for concealment of mechanical, plumbing, etc., at limited areas. Furrdowns are required at the guest room entries on new construction as shown in the prototype drawings.
2. Floors must be carpeted. Padding is required with carpet base. (See [Section 302.03](#), for commercial grade carpeting requirements.)
3. The wall finish must be Type II vinyl wallcovering with a minimum total weight of 20 oz. per linear yard. All corridor wallcovering must have a Class "A" flame-spread rating and strippable adhesive.
 - a. Knock-down textured wall finish is not permitted in the corridors.
 - b. Chair rails are permitted in the corridor and must be a residential style and match décor. Surfaces may not be painted and must be of a material resistant to wear.
4. Dead-end corridors must not exceed 20'-0" (6.1m).
5. Lighting with a level of 10 foot-candles minimum, measured at floor level, must be provided in corridors, and 15 foot-candles minimum at the entry door lock.
6. A minimum 4" bound carpet base (6" recommended) is required to protect wall-covering.
7. Opaque acrylic corner guards are required at wall direction changes in high traffic areas. They must be a solid color to match the wallcovering and must be self adhesive. Exposed screws or other fasteners are not permitted.



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8. All guest room entry doors and exterior public entrance doors must have remote card readers that operate with guest room card key.
9. Electrical outlets for housekeeping equipment must be provided a minimum of every 50'-0".

B. Secondary Corridors

Corridors to stairwells, vending areas, etc., are to be a minimum of 4'-0" (1.22m) wide unless local code requirements are more stringent.

C. Elevator Lobbies

1. Elevator lobbies are to be a minimum of 6'-0" (1.83m) in depth. Additional depth is recommended at elevator lobbies used as a passageway to a secondary entrance or exit.
 2. Elevator lobby flooring must be carpet with a carpet base as a minimum. The ground floor may be tile floor but must have a wood base when adjacent to the lobby or other public area with a wood base.
 3. Lighting in elevator lobbies must provide a minimum light level of ten (10) foot-candles, measured at the floor level.
- D. Distributed audio (background music) is required in elevator lobbies on the ground floor, but is optional on other floors. See [Standard 614.00 in Distributed Audio Standards](#) in the Information Technology section.

314.03 Stair Enclosures

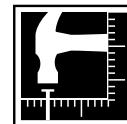
A. Finishes:

ITEM	APPROPRIATE FINISH
Walls	Painted - Satin finish latex
Rails	Painted - Oil base enamel
Stair Treads	Exposed concrete with sealer*
Landings	Exposed concrete with sealer*
Ceilings and underside of stairs	Painted - Satin finish latex

* In a wood frame building, stairs must have carpet with vinyl base at landings.

NOTE: A class "A" flame-spread rating is required for all finishes.

- B. Enclosure walls and ceilings must be of not less than two-hour, fire-resistant construction. All stair enclosures must exit directly to the exterior of the building at ground level. No storage closets or other structures must be constructed or installed under a stairwell.
- C. The door assembly to the stair enclosure must have a fire protection rating of 1½-hours minimum. These doors must be equipped with a sign that reads, "This fire door must remain closed at all times." All stair doors must be a minimum of 3'-0" (.91m) wide, have closers and have full width panic hardware on the corridor side.

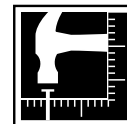


Building and Furnishing

- D. Fire-rated stair doors, which may have a wire reinforced glass vision panel, must have the vision panel opening no greater than 100 sq. in. (.065m²) (recommend 3" x 33" or 10" x 10") unless local code is more stringent.
- E. The corridor side of the stairwell door and the door from the stair to the exterior must have the word "EXIT" in 6" high reflective vinyl appliqué letters. The top of the letters must be 12" AFF. If the building codes require illuminated exit signs mounted at floor level, the reflecting letters are not required.
- F. All stairwell doors and doors with "EXIT" lighting must include automatic door closers and must be operable from both sides. At ground level, for security purposes, the exterior stairwell door must be operable from stair side only.
- G. All stairs used as fire/emergency exits must be a minimum of 44" (1.12m) wide.
- H. Widths of stairways must not decrease in the direction of egress from the building.
- I. Every stair landing must have a dimension, measured in the direction of travel, equal to the width of the stairway or greater.
- J. All floor levels must be clearly numbered in stairwells at each landing. These letters must be a minimum of 6" (15cm) in height and be reflective vinyl appliqué type. The top of the letters must be mounted 60" AFF.
- K. NFPA 101, Life Safety Code, and local building codes must be observed for information on lighting, angle, depth, width, handrails, treads, riser height, etc.
- L. All stair treads and risers must be solid for the entire width of the stair.
- M. Install handrails on each side of all stairs that are greater than 42" (1.07m) wide. Inside handrails must be continuous. Ends of wall-mounted railing must return to the wall.
- N. Exterior, open, metal fire escape type stairs are *not* an acceptable means of egress from the building.

314.04 Vending

- A. Walls in vending/ice areas are to be vinyl wallcovering, Type II – 20 oz. per linear yard.
- B. Floor and base must be ceramic or porcelain tile. If glazed, the tile must have a non-slip additive.
- C. Ceilings are to be 2' x 2' acoustical ceiling tile with tegular edge. Provide adequate recessed lighting that is wired to remain on at all times.
- D. Provide a floor drain under the ice maker for condensate drainage.
- E. Provide adequate water and electrical connections.
- F. Provide proper HVAC cooling and a continuous exhaust. If a door is used, a supply register in addition to the exhaust fan must be provided.

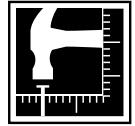


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- G. All hotels must provide a free, self-service ice machine on each floor capable of producing five pounds of ice per 24-hour period for each guest room on the floor served. Hometown prototypes require only one ice machine to service the entire property. Open/bin-type ice machines are not permitted. Sanitary ice dispensing machines which operate by push button, guest room key, or tokens are acceptable, provided such tokens are freely given to guests upon arrival with additional free tokens to be available upon request (without limitations).
- H. A minimum of one soft drink machine, either can or bottle type, must be provided on each floor. The soft drink machine is not required on the first floor for hotels that have a suite shop. Hometown prototypes require only one soft drink machine to service the entire property.
- I. A minimum of one snack machine must be provided on the first floor. The snack machine is not required in hotels that have a suite shop. Hometown prototypes require only one snack machine to service the entire property.

314.05 Guest Laundry (Optional)

- A. Provide ceramic or porcelain tile floor and base.
- B. Walls must be Type I - 12 oz. per linear yard vinyl wallcovering.
- C. Provide a finished ceiling to conceal all pipes, ducts, conduit, etc.
- D. Provide a minimum of one coin operated washer and one electric dryer. Plumbing must comply with all national and local codes.
- E. Provide built-in plastic laminate counter (minimum size: 24"x 48") for folding clothes.
- F. Comply with ADA requirements.
- G. Provide full glass or half glass door with closer and card key access. The deadbolt on the lockset must be disabled. Glass area must not be blocked for the safety of guests.
- H. Provide central HVAC.
 - I. The lights must be wired so that they remain on at all times.
 - J. Provide floor drain.
- K. A wall-mounted house phone is required. It must be mounted at 48" AFF as measured to the center of the phone. When lifted of the cradle, the phone must ring directly to the front desk switchboard.



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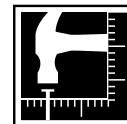
315.00 Back of House Areas

315.01 Laundry Area

- A. Floors must be sealed concrete or better with 4" vinyl base in laundry area. The house-keeping office must have vinyl composition tile with 4" vinyl base.
- B. Walls must be painted gypsum board, masonry or better.
- C. Ceilings are to be painted or better.
- D. Minimum size of laundry and minimum number of equipment pieces must be as shown on the prototype drawings.
- E. Interior perimeter walls must be fire-resistant construction with minimum one-hour fire rating. Laundry doors within these rated walls must have a 45-minute rating minimum.
- F. Linen chutes are required in each building with three or more floors and must contain an automatic fire suppression system with an audible alarm annunciated at the front desk. The linen chute must be a factory fabricated metal chute with factory fabricated doors such as chutes manufactured by Wilkinson. In two-story buildings, a linen drop in each building is acceptable with a one-hour fire-rated door assembly to maintain the required floor-to-floor fire rating. Linen chute doors that are held open in the laundry must be equipped with fusible links to provide automatic closure in the event of a fire. The linen chute must be enclosed with two-hour fire-rated walls and 1½-hour fire-rated access doors. Linen chutes may not be accessed directly from the guest corridor or any other public area. Linen chutes are not required in the Hometown prototype.
- G. Dryer enclosure is required. (See prototype drawings.)
- H. Central HVAC system is required for this area.
- I. Provide one wall-mounted ABC 10 lb. fire extinguisher. Additional units may be required by local fire marshal.
- J. All light bulbs must be protected by lens covers or safety tube covers.
- K. Provide a wall-mounted telephone in the laundry area.
- L. A fully stocked first-aid kit must be available within the laundry area (see [Standard 108.09](#)).
- M. Provide painted wood shelving (fully supported) or metal shelving in linen storage rooms.

315.02 Maintenance

- A. Floors must be VCT or better with 4" vinyl base.
- B. Walls must be painted gypsum board, masonry or better.
- C. Ceilings are to be painted or better.
- D. Provide HVAC.



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- E. Provide one wall-mounted, ABC 10 lb. fire extinguisher. Additional units may be required by local fire marshal
- F. All light bulbs must be protected by lens covers or safety tube covers.
- G. Provide telephone.
- H. Provide electrical outlets located above the work counter.
- I. Provide built-in work counter.

315.03 Employee Facilities

A. Back Office

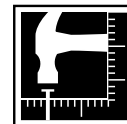
- 1. Provide carpet, carpet pad and vinyl base as a minimum. Wallcovering must be vinyl. Ceiling to be ACT as a minimum.
- 2. Provide push button door hardware and peephole at the main office door entry.
- 3. Every workstation is to have a minimum of one phone and data outlet and one quad electrical outlet.

B. Breakroom

- 1. Flooring must be vinyl tile or better with 4" vinyl base.
- 2. Walls and ceiling are to be painted or better.
- 3. Provide central HVAC or a thru-wall unit in the breakroom.
- 4. Provide a counter, storage cabinets, microwave, full size refrigerator and sink with hot and cold water.
- 5. Provide a minimum of one table (high pressure laminate top) and four chairs.
- 6. Provide a minimum of 6 lockers, each a minimum of 2.5 cubic feet (.07m³). For hotels with 75 guest rooms or more, a minimum of 10 lockers is required.

C. Employee Restrooms

- 1. Flooring must be 6" x 6" minimum ceramic tile with ceramic base.
- 2. Walls to be painted gypsum board, masonry or better.
- 3. Provide a finished ceiling to conceal all pipes, ducts, conduit, etc.
- 4. Provide continuous exhaust.
- 5. The restroom must be provided separate from the public restrooms except in Hometown prototype properties. Refer to the prototype drawings for location of required accessories.
- 6. The restroom must meet all requirements of the ADA.



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D. Training Facilities

1. The employee break room or a meeting room is to be used for training purposes.
2. A television and a DVD player must be provided on a rolling cart for showing training programs to employees.
3. Training facilities must have a data line extension from the PBX room as well as a separate quad 120V outlet in case a computer is required for training purposes.

315.04 Food Prep

- A. Provide a food prep area directly adjacent to the pantry as shown on the prototype drawings. This area is to be totally enclosed.
- B. The floor must be 12" x 12" ceramic or porcelain tile with a tile base.
- C. Wall finish to be paint or better.
- D. Provide for the following commercial grade equipment:

1. A two-compartment stainless steel sink (a three compartment stainless steel sink if required by local code or health department)
2. Garbage disposal (optional)
3. Hand sink (if required by local code or health department)
4. Refrigerator

Must have 22 cu. ft. capacity minimum and be commercial grade (residential units and top and bottom units are not permitted). Recommended unit is True Food Service Equipment #T-23 (solid door, reach-in, single door, stainless steel finish).

5. Freezer

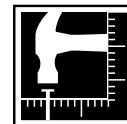
Must have 22 cu. ft. capacity minimum and be commercial grade (residential units and top and bottom units are not permitted). Recommended unit is True Food Service Equipment #T-23F (solid door, reach-in, single door, stainless steel finish).

6. Microwave oven

7. Coffee Brewer (MIH)



Provide Fetco CBS-2051 for properties under 80 keys or Fetco CBS-2052 for properties 80 keys and over. (See OnQ Insider > Hampton > *Make It Hampton Product Reorder Catalog* for suppliers.)

Any hotels beginning new construction, applying for re-licensing or change of ownership after February 1, 2004 must comply with this standard. All other hotels must comply by December 31, 2004. (See [Standard 300.02](#), Make It Hampton.)





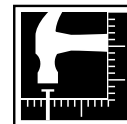
Building and Furnishing

FETCO CBS-2051 Single Position Pulse Brewer

ACCESSORIES AND ANCILLARY EQUIPMENT	PART NUMBER(S)	COMMENTS	
One gallon dispenser w/ base	L3D1.0	Five per property	
Brew Stand	BS-1	Two per property	
Zorjirushi Stainless Airpot	SR-AG30XA	Six per property	
INSTALLATION REQUIREMENTS			
Base Equipment External Dimensions	Footprint: 12 ³ / ₄ "w X 17 ¹ / ₂ "d, Height: 37 ¹ / ₄ "h		
Minimum Clearance Requirements	38"		
Equipment Weight	139 lbs. filled		
Installation Electrical Requirement	Separate, dedicated 240V, 25.8A, (30 Amp breaker required), single phase 3 wire plus ground, NEMA 14-30		
Installation Plumbing and Waste Requirements	Water inlet is 3/8" male flare ... 20 – 75 psig, 1.0 gpm flow rate		
Ventilation Requirements	Vents from front of unit		
Other Installation Requirements and Issues	Unit requires neutral wire. Brewer may be used at 208-220-240V		

FETCO CBS-2052 Dual Position Pulse Brewer

ACCESSORIES AND ANCILLARY EQUIPMENT	PART NUMBER(S)	COMMENTS	
1.5 gallon dispenser w/ base	L3D1.5	Four per property	
1.0 gallon dispenser w/base	L3D1.0	Two per property	
Brew Stand	BS-1	Two per property	
Zorjirushi Stainless Airpot	SR-AG30XA	Six per property	
INSTALLATION REQUIREMENTS			
Base Equipment External Dimensions	Footprint: 21 ³ / ₄ "w X 22 ¹ / ₂ "d, Height: 37"h		
Minimum Clearance Requirements	38"		
Equipment Weight	178 lbs. filled		
Installation Electrical Requirement	Separate, dedicated, 240V, 25.8A, (30 Amp breaker required), single phase 3 wire plus ground, (field convertible to 3 phase 4 wire plus ground), NEMA 14-30		
Installation Plumbing and Waste Requirements	Water intake is 3/8" male flare ... 20 – 75 psig, 1.5 gpm flow rate		
Ventilation Requirements	Unit vents from front		
Other Installation Requirements and Issues	Unit requires neutral wire. Brewer may be used at 208-220-240V		





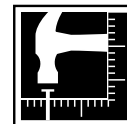
Building and Furnishing

8. Convection Oven (MIH)

Provide Moffat Turbofan E31 for properties under 120 rooms, Moffat Turbofan E32 for properties 121 rooms and over. When there is insufficient countertop space available, an oven stand is necessary and is recommended when possible. (See OnQ Insider > Hampton > *Make It Hampton Product Reorder Catalog* for suppliers.) Any new electrical runs on existing properties must be concealed from guests' view if access through a public area is necessary.

Any hotels beginning new construction, applying for re-licensing or change of ownership after February 1, 2004 must comply with this standard. All other hotels must comply by December 31, 2004. (See [Standard 300.02](#), Make It Hampton.)

Moffat E31 Convection Oven (for re-therming)			
ACCESSORIES AND ANCILLARY EQUIPMENT	PART NUMBER(S)	COMMENTS	
Equipment Stand	A25	Only used in non-countertop applications	
INSTALLATION REQUIREMENTS			
Base Equipment External Dimensions	Footprint: 31 ³ / ₈ "w X 23 ⁵ / ₈ "d, Height: 22 ⁷ / ₈ "h		
Minimum Clearance Requirements	2" Sides and back – Top clearance required – Do not obstruct vent on top of oven		
Equipment Weight	187 lbs.		
Installation Electrical Requirement	Separate, dedicated 240 V, 60 Hz, 1P+N+E, 3.1 kW NEMA 6-15. Requires adapter kit for 208 V		
Installation Plumbing and Waste Requirements	3/8" I.D. male hose connection; 20-80 psi		
Ventilation Requirements	As required by code		
Other Installation Requirements and Issues	Existing properties must install a new 208 or 220 circuit depending on their location. Circuit availability must be coordinated with the oven supplier.		

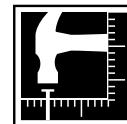


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8. Convection Oven (continued)

Moffat E32 Convection Oven (for re-therming)		
ACCESSORIES AND ANCILLARY EQUIPMENT	PART NUMBER(S)	COMMENTS
Equipment Stand	A25	Only used in non-countertop applications
INSTALLATION REQUIREMENTS		
Base Equipment External Dimensions	Footprint: 28" w X 32" d, Height: 26 ³ / ₈ " h	
Minimum Clearance Requirements	2" Sides and back –Top clearance required Do not obstruct vent on top of oven	
Equipment Weight	181 lbs.	
Installation Electrical Requirement	Separate, dedicated 240 V, 60 Hz, 6.66kW, 27.8A. Hard wired (no receptacle or plug). Adapter kit required for 208 V	
Installation Plumbing and Waste Requirements	3/4" thread; 20-80 psi	
Ventilation Requirements	As required by code.	
Other Installation Requirements and Issues	(No cord and plug supplied - local electrical hookup needed). Existing properties must install a new 208 or 220 circuit depending on their location. Circuit availability must be coordinated with the oven supplier.	

Moffat A25 Stainless Steel Oven Stand (for E31/E32)		
ACCESSORIES AND ANCILLARY EQUIPMENT	PART NUMBER(S)	COMMENTS
Casters (Casters Included)		Recommend casters for mobility
INSTALLATION REQUIREMENTS		
Base Equipment External Dimensions	Footprint: 27 ⁵ / ₈ " w X 24 ⁷ / ₈ " d, Height: 37 ³ / ₈ " with casters	
Minimum Clearance Requirements	Per oven spec	
Equipment Weight	40 lbs.; Packed weight: 42 lbs.	
Installation Electrical Requirement	None	
Installation Plumbing and Waste Requirements	None	
Ventilation Requirements	None	
Other Installation Requirements and Issues	Supplied CKD; On-site assembly required	



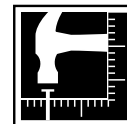
Building and Furnishing

9. Other
 - a. Adequate storage for breakfast bar items must be provided.
 - b. Dishwashers, if provided, must meet local health department requirements.
- E. The prep area is to be cooled with a secondary air source. No ductwork should be placed in the room that is connected to a heating system. Two CFM/s.f. of the room dimension should be provided. This space does not require heating anytime throughout the year.

315.05 Storage Rooms

A. Indoor Storage

1. Adequate storage must be provided (see current prototype drawings).
2. Linen storage rooms must have vinyl composition tile with 4" vinyl base. All other storage rooms must have sealed concrete floors or better with 4" vinyl base.
3. Walls and ceilings must have painted finish or better.
4. Cool white lamps are permitted in storage rooms and other back of house areas. Warm white is preferred. All light bulbs must be protected by lens covers or safety tube covers.
5. Electronic locksets are recommended at all linen storage rooms.
6. Indoor storage must include provisions for:
 - a. Linen storage (including duvet covers, duvets, blankets, etc.)
 - b. Replacement furniture and carpet (at least one set, including mattress and box springs)
 - c. Stationary and miscellaneous supplies for rooms (including hand soap)
 - d. Extra guest equipment (irons, ironing boards, hair dryers, etc.)
 - e. Extra television sets and extra individual air conditioning units
 - f. Toilet tissue, facial tissue, coffee host supplies, matches and glasses
 - g. Roll-aways and baby cribs
 - h. Chemical and soap supplies
 - i. Maid carts, vacuums and related housekeeping equipment



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B. Outdoor Storage

All existing storage buildings must meet the Outdoor Storage standard by December 31, 2010. Temporary or portable structures are not permitted.

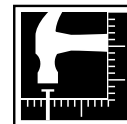
An outdoor storage building is required and must be a concrete block structure with an exterior finish to match that of the main hotel tower. The interior must be painted as a minimum. The floor finish must be sealed concrete. Double metal doors with a ramp leading up to them shall be provided for ease of equipment transfer into and out of the building. The building area shall provide space for the following:

1. Tools, equipment and work area
2. Maintenance supplies and a workbench including necessary electrical outlets
3. Lawn equipment (mower, edger, shears, hose, etc.)
4. Littervac, wheelbarrow and snow removal equipment, where applicable

NOTE: Gasoline-powered equipment and flammable liquids must be stored in an enclosure away from the main building. Small quantities of daily use/work-in-progress flammable paints and chemicals may be stored in a cabinet specifically constructed and approved for the storage of flammable liquids.

315.06 Electrical Rooms

- A. Floors to be sealed concrete or better with 4" vinyl base.
- B. The walls and ceilings must be painted.
- C. Storage of any materials in these rooms is prohibited.
- D. All electrical panel boxes and circuits must be labeled.
- E. Unless prohibited by local authorities, all electrical panels and circuits accessible to the public must be kept locked.
- F. Exposed electrical panel boxes must be finished to coordinate/blend with surrounding interior finish and color scheme. Electrical panel boxes must be located in separate panel rooms when possible.
- G. All light bulbs must be protected by lens covers or safety tube covers.



Building and Furnishing

315.07 Mechanical/Equipment Rooms

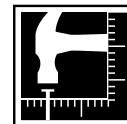
- A. Floors to be sealed concrete or better with 4" vinyl base. All water heating equipment rooms must have a floor drain with trap primer and if located on an upper floor, a waterproof membrane under a VCT floor.
- B. Walls and ceiling must be painted.
- C. Storage of any materials in these rooms is prohibited.
- D. Temperature gauges must be provided in all hot water supply lines.
- E. Combustion and make-up air inlets must be sized according to AGA and the manufacturer's installation instructions.
- F. All light bulbs must be protected by lens covers or safety tube covers.

315.08 Computer and Telecom Room

- A. For maximum efficiency the computer equipment room must be within 100 feet of the telecom equipment.
- B. Due to equipment heat output, this room does not require heating anytime throughout the year, therefore care should be taken to select a system that operates on low ambient conditions. An exhaust fan may be used if sized to exhaust 2.5 CFM/s.f. and runs continuously. If the room is located on an exterior wall, a PTAC unit may be used, but it must have an architectural, extruded aluminum louver powder coated to match the adjacent building color and must be a nominal 7000 BTU unit.
- C. See prototype drawings for electrical in this room.

315.09 Trash/Recycling Area

- A. Trash chutes and trash collection rooms are not permitted.
- B. Dumpster receptacles must be fully hidden from public view within a dumpster enclosure. The enclosure must be a concrete block structure with an exterior finish to match that of the main hotel tower. The interior must be painted as a minimum. Painted steel pipe bollards must be installed within the enclosure to prevent damage to the enclosure's walls. The receptacle opening must have opaque wood doors that close and secure. Doors must remain secured when not in use.
- C. If the hotel participates in a recycling program mandated by local legislation, the commercial recycling dumpster must be fully enclosed and hidden from public view. The dumpster area must have wooden doors that close and secure. Doors must remain secured when not in use.
- D. Provide a weather tight hose bib on the enclosure when allowed by code.

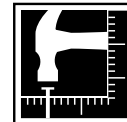


Building and Furnishing

316.00 Signage

See [Standard 404.00](#) in Trademarks and Identity for more information and sign illustrations.

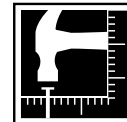
- 316.01 A construction project identification sign as shown in the prototype drawings must be installed once construction begins.
- 316.02 A minimum of one ground monument sign and one building mounted sign is required for all properties.
 - A. One or more internally illuminated building mounted signs must be provided on the guest building.
 - B. Signs are to be time switched or photo-cell controlled.
 - C. Refer to exterior signage brochure for additional information.
 - D. Submit all signage to Hilton Hotels for approval.
- 316.03 Exterior signage must be manufactured and installed by contractors under license agreement by Hilton Hotels Corporation only. Signage must be dedicated and limited to Hampton graphics. No additional advertising (banners, billboards and interior or exterior reader boards) will be permitted on the exterior of the building. Refer to exterior signage brochure for additional information.
- 316.04 A comprehensive system of information signs must be installed directing guests to all appropriate facilities contained within the building.
- 316.05 Interior corridor signage must be brought up to the current standard at the time of any renovation within the corridor.
- 316.06 Trademarks owned by Hilton Hotels Corporation must not be etched in any construction surface where they become permanent and cannot be easily removed.
- 316.07 A comprehensive listing of all exterior and interior sign signage can be found on the hamptonfranchise.com website.



Building and Furnishing

317.00 Master Antenna Television System

- 317.01 The master antenna television (MATV) system must receive and distribute to all guest rooms, without degradation, all color television broadcast stations (VHF and UHF) normally received in that television market. At a minimum, if normally received in the area, channels must include all major networks and public stations, plus one independent station and one 24-hour movie channel.
- 317.02 The system must be capable of receiving and distributing adjacent VHF television channels and converting desired UHF television channels to adjacent VHF television channels in the bandwidth of 50 to 250 megahertz (MHz).
- 317.03 The system must be capable of continuous 24-hour operation in a temperature environment of -10° to 100° F (-23° to 43° C).
- 317.04 All equipment must be designed for 117 volt (nominal) 60 Hz operation and be UL approved.
- 317.05 The system must be designed for subsequent expansion. The system must be capable of distributing 20 adjacent television channels within the band-width of 50 to 250 MHz by modification of the "head end" only (antennas and strip amplifiers).



Building and Furnishing

318.00 Existing Hampton Inn Exterior Corridor Hotels

318.01 General

Exterior corridor hotels may be two- or three-storied structures. Standards in 318.00 are required for existing exterior corridor hotels in addition to standards in the 300.00 Design and Construction section. Exterior corridor hotels are not allowed for new construction.

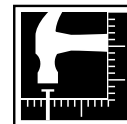
318.02 Fire Safety Systems

Exterior Corridor Buildings

- A. All hotels constructed with exterior corridors must be provided with a general alarm system capable of being heard in each guest room and throughout the commercial area.
- B. Exterior corridor hotels must have manual pull alarm initiating devices capable of sounding an alarm at the point of origin and at the front desk. Devices must be connected to an annunciator panel at the front desk or other central locations approved by the governmental authority. The panel must be visible to the front desk employees. It may be located in the back office work area unless otherwise required by the local authority. The panel may *not* be located in the back wall facing the registration desk. Manual fire alarm pull stations capable of sounding a general alarm must be located behind the front desk, at exit doors, and at exit stairs on each floor. The panel must indicate which specific device is the alarm source.
- C. An automatic sprinkler system is not required for exterior corridor hotels except as otherwise directed by governmental authority having jurisdiction or if wood construction is used.
- D. A dry-pipe sprinkler system is also required at the exterior balconies of wood frame construction buildings.

318.03 Exterior Colors

- A. Metal roofs are not to be painted unless deemed necessary by the Hilton Hotels Quality Assurance Department.
- B. There are three color scheme options when painting the hotel's exterior. All options require that the handrails remain bronze and not be painted. Acceptable paint colors are as follows:
 - 1. Main building: Dryvit #108 Manor White; Column trim: Dryvit #442 Cotton; Roof: Berridge Forest Green, Colonial Red or Dark Bronze.
 - 2. Main building: Dryvit #400 French Toast; Column trim: Dryvit #109 Eggshell Cream (or #108 Manor White); Roof: Berridge Forest Green, Colonial Red or Dark Bronze.
 - 3. Main building: Dryvit #110 Van Dyke; Column trim: Dryvit #442 Cotton; Roof: Berridge Forest Green, Colonial Red or Dark Bronze.



Building and Furnishing

318.04 Doors

- A. The exterior doors and frames must be painted to match the exterior finish of the building.
- B. Entry doors leading to the exterior of the building are to be $1\frac{3}{8}$ " (3.49cm) minimum ($1\frac{3}{4}$ " [4.45cm] recommended) and are to be insulated, 20 gauge reinforced metal of reversible design with 12 gauge lock reinforcement.
- C. In coastal areas, steel doors must have a zinc coating of not less than 1.25 oz. (35.5 gr.) per sq. ft. in accordance with American Society for Testing Materials (ASTM) A 525, or local equivalent.
- D. Exterior corridor entry doors are to have three hinges. Spring loaded hinges are not required.
- E. Door Frames
 - 1. Sixteen gauge, fully welded frames must be utilized for exterior corridor guest room entry doors.
 - 2. Knockdown frames are not permitted at exterior corridor guest room's entry doors.
 - 3. Exterior corridor guest room entry doors do not have to be self-closing.
- F. Door Hardware

Exterior corridor applications require that the entry door electronic lockset be approved by the manufacturer for exterior use.

318.05 Guest Room Windows

Glass must be tempered in exterior corridor guest room window units.

318.06 Electrical

In exterior corridor hotels, the switch at the guest room entry door must operate the required floor lamp in lieu of a ceiling mounted light fixture at the entry.

318.07 Towel Shelves

When tub/shower and toilet are separate from the lavatory, a towel bar must be located at the vanity in addition to the typical wood towel shelf located over the toilet. The towel bar at the vanity must be a minimum length of 18".

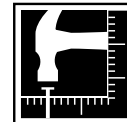


Building and Furnishing

318.08 Re-licensing/Change of Ownership

Upon re-licensing or change of ownership on exterior corridor properties, the following items must be addressed. All applications must be reviewed and approved by Hilton prior to installation.

- A. Guest room walkways (those directly adjacent to guest room entries) must receive a new application of a decorative, non-slip surface. It must not be painted. Typical site sidewalks are not included.
- B. Exterior corridor light fixtures along the guest room walkways must be replaced with a new decorative fixture. The fixture must provide a minimum of 10 foot-candles measured at the guest room door handle.
- C. All sunken lobbies are required to be raised to the same level as the entry and registration desk. If there are structural difficulties or a proposed alternative method, these must be submitted to Hilton for approval.
- D. Guestrooms
 - 1. The Style Right package must be installed in all guestrooms. Visit OnQ Insider > Hampton or hamptonfranchise.com for specific requirements for this package.
 - 2. Plantation shutters are required as a window treatment. This is in addition to the required valance (a minimum of 8" in height) and side panels.
 - 3. A 4' x 4' tiled area inside the guest room entry door is required. The tiled area must encompass the area covered by the swing of the door.
 - 4. A surface mounted fluorescent drum fixture with one 40-watt and one 32-watt circuline warm white lamp for damp locations must be provided in the guest room bath where the vanity is separate from the tub and toilet. This fixture shall be in the tub area or may be used with a separate vanity light in areas where the vanity, tub and toilet are combined in one room. The fixture shall have a white canopy with an acrylic diffuser and high PF 120V ballast such as International Lighting's #E8234.



Building and Furnishing

318.09 Standard Room Layouts for Existing Corridor Hotels

Standard Room Layouts for existing exterior corridor Hampton Inn hotels are on the following pages:

Exterior Corridor Double Room – (11' wide x 18' deep)

Exterior Corridor King Room – (12' wide x 18' deep)

Exterior Corridor King Room with Activity Table – (12' wide x 18' deep)

Exterior Corridor King Room with Connecting Door – (12' wide x 18' deep)

Exterior Corridor King Study Room – (12' wide x 18' deep)

Exterior Corridor King Room – (12' wide x 16' deep)

Exterior Corridor King Deluxe Room – (12' wide x 15.5' deep)

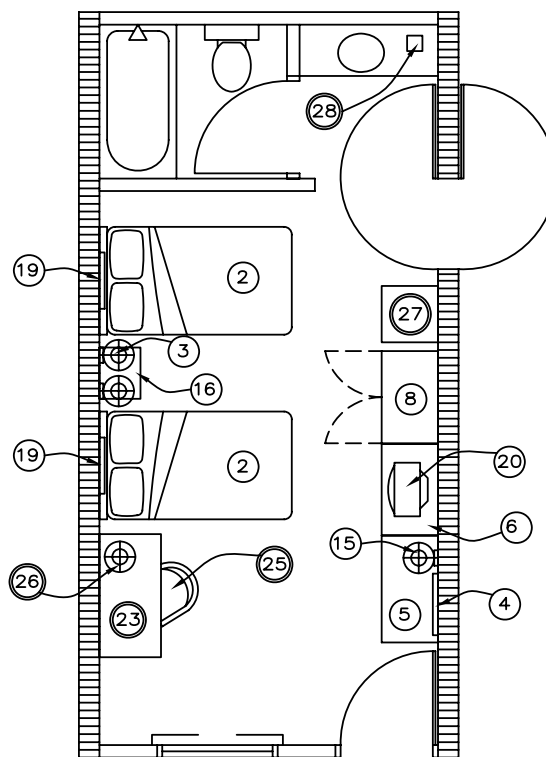
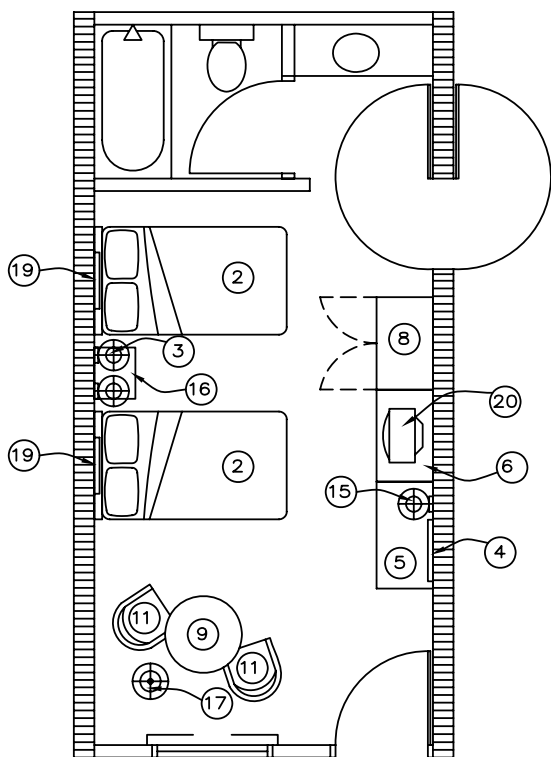
Exterior Corridor Double Room with Activity Table – (12' wide x 18' deep)

Exterior Corridor King Room – (11' wide x 18' deep)

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Building and Furnishing

Exterior Corridor Double Room – (11' wide x 18' deep)



Furnishings Legend

Existing

- 1 King bed 76" x 80"
- 2 Double bed 54" x 80"
- 3 Nightstand 16"D x 20"W
- 4 Framed mirror 24"W x 34"D
- 5 Luggage bench 42"W x 22"D
- 6 Chest 30"W x 22"D
- 7 Desk 42"W x 22"D
- 8 Clothing Armoire 36"W x 22"D
- 9 Activity table 30"Diam. x 32"H
- 10 Coffee table 18" x 30"
- 11 Activity chair 22"W x 24"D x 32"H
- 12 Desk chair 18"W x 22"D x 32"H
- 13 Recliner/lounge chair 32"W x 36"D x 38"H
- 14 Sofa sleeper 64"W x 35"D
- 15 Single-arm wall-mounted lamp
- 16 Double-arm wall-mounted lamp
- 17 Floor lamp
- 18 Desk lamp
- 19 Artwork
- 20 Television
- 21 TV armoire 36"W x 22"D
- 22 Vanity stool

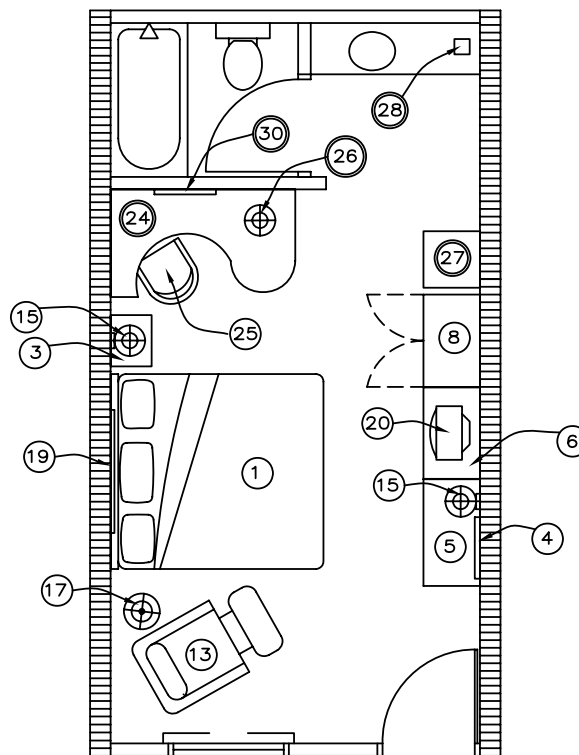
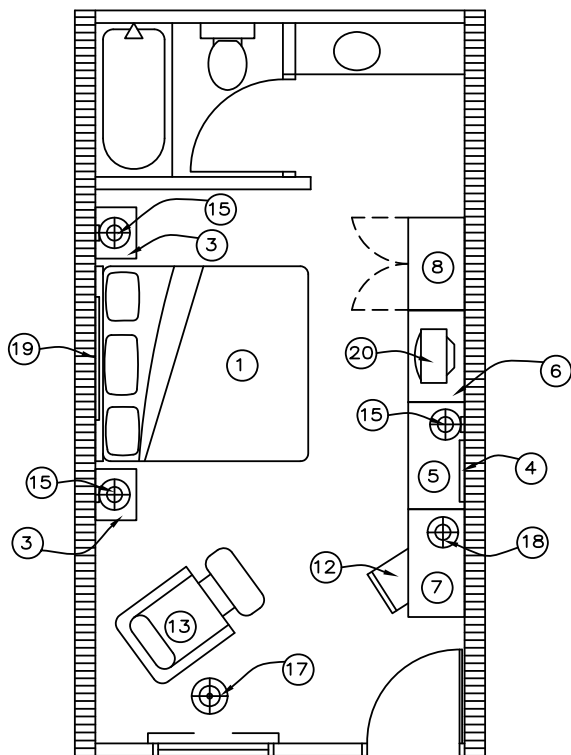
New

- 23 Executive work desk 24"D x 48"W
- 24 Curved work desk 42"D x 72"W
- 25 Ergonomic desk chair
- 26 Task lamp with plug
- 27 Micro-fridge unit
- 28 Coffee maker
- 29 Desk chair 18"W x 22"D x 32"H
- 30 Artwork at desk

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Building and Furnishing

Exterior Corridor King Room – (12' wide x 18' deep)



Furnishings Legend

Existing

- 1 King bed 76" x 80"
- 2 Double bed 54" x 80"
- 3 Nightstand 16"D x 20"W
- 4 Framed mirror 24"W x 34"D
- 5 Luggage bench 42"W x 22"D
- 6 Chest 30"W x 22"D
- 7 Desk 42"W x 22"D
- 8 Clothing Armoire 36"W x 22"D
- 9 Activity table 30"Diam. x 32"H
- 10 Coffee table 18" x 30"
- 11 Activity chair 22"W x 24"D x 32"H
- 12 Desk chair 18"W x 22"D x 32"H
- 13 Recliner/lounge chair 32"W x 36"D x 38"H
- 14 Sofa sleeper 64"W x 35"D
- 15 Single-arm wall-mounted lamp
- 16 Double-arm wall-mounted lamp
- 17 Floor lamp
- 18 Desk lamp
- 19 Artwork
- 20 Television
- 21 TV armoire 36"W x 22"D
- 22 Vanity stool

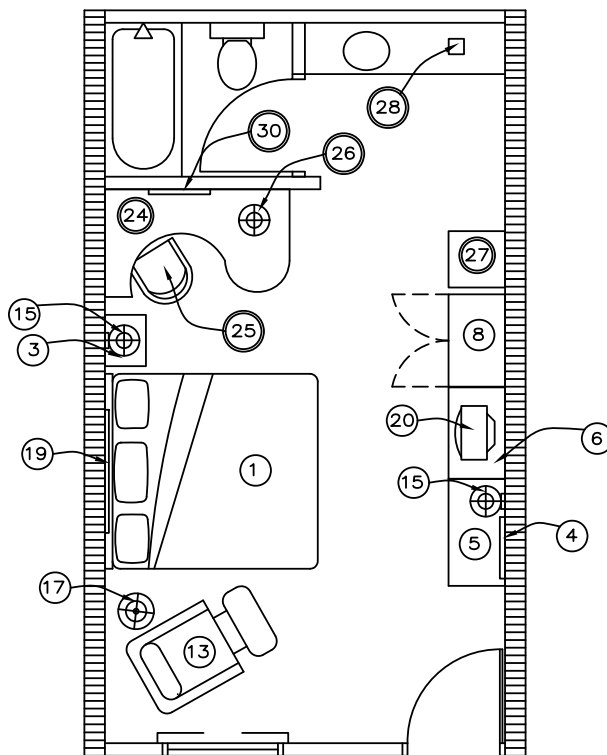
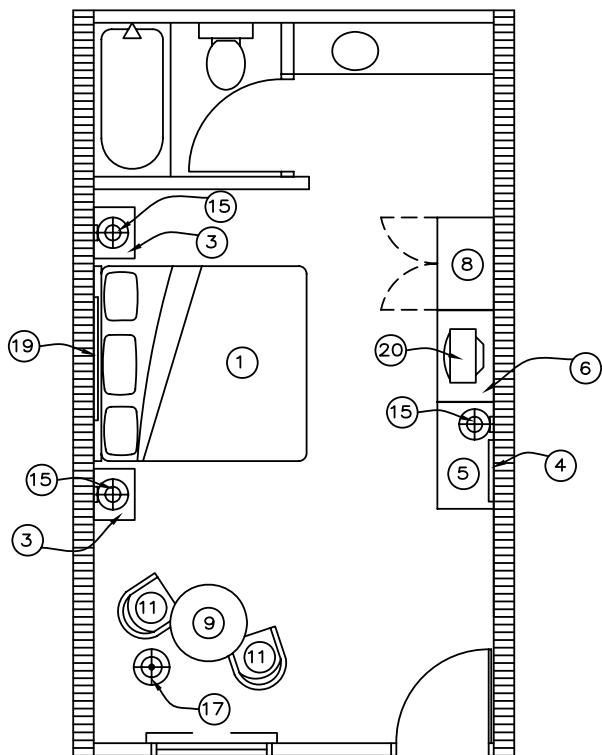
New

- 23 Executive work desk 24"D x 48"W
- 24 Curved work desk 42"D x 72"W
- 25 Ergonomic desk chair
- 26 Task lamp with plug
- 27 Micro-fridge unit
- 28 Coffee maker
- 29 Desk chair 18"W x 22"D x 32"H
- 30 Artwork at desk

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Building and Furnishing

Exterior Corridor King Room with Activity Table – (12' wide x 18' deep)



Furnishings Legend

Existing

- 1 King bed 76" x 80"
- 2 Double bed 54" x 80"
- 3 Nightstand 16"D x 20"W
- 4 Framed mirror 24"W x 34"D
- 5 Luggage bench 42"W x 22"D
- 6 Chest 30"W x 22"D
- 7 Desk 42"W x 22"D
- 8 Clothing Armoire 36"W x 22"D
- 9 Activity table 30"Diam. x 32"H
- 10 Coffee table 18" x 30"
- 11 Activity chair 22"W x 24"D x 32"H
- 12 Desk chair 18"W x 22"D x 32"H
- 13 Recliner/lounge chair 32"W x 36"D x 38"H
- 14 Sofa sleeper 64"W x 35"D
- 15 Single-arm wall-mounted lamp
- 16 Double-arm wall-mounted lamp
- 17 Floor lamp
- 18 Desk lamp
- 19 Artwork
- 20 Television
- 21 TV armoire 36"W x 22"D
- 22 Vanity stool

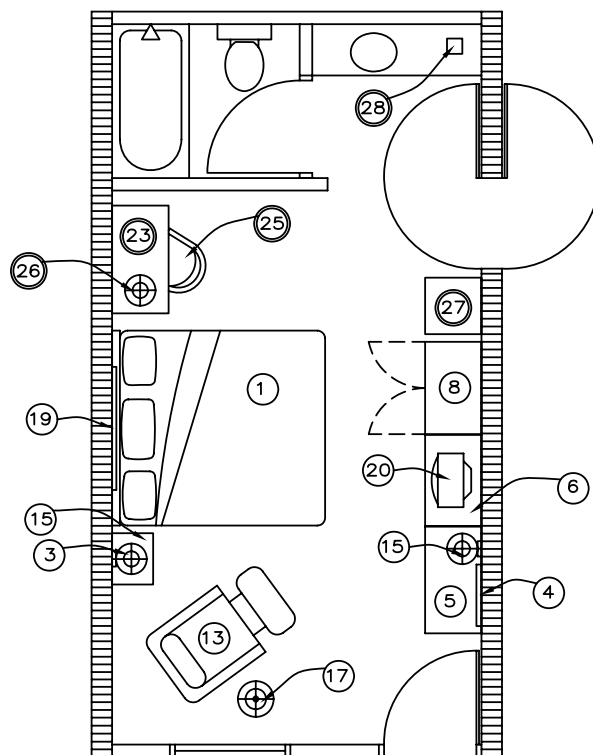
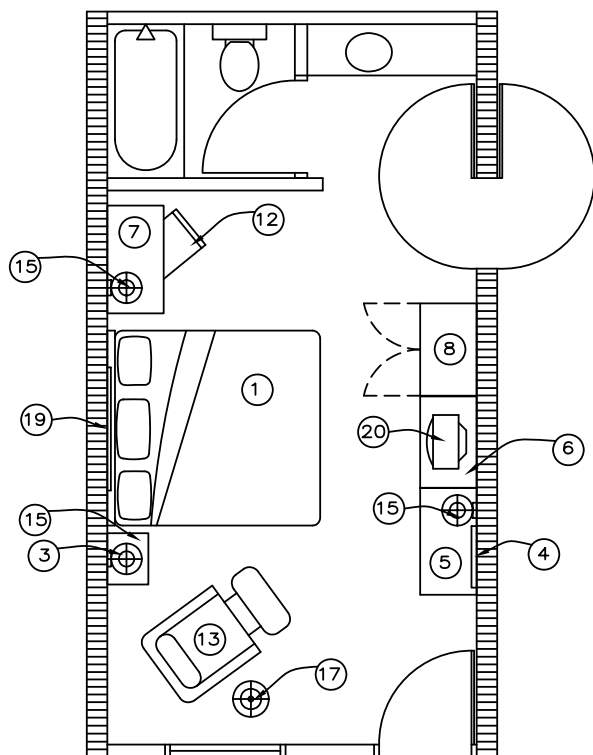
New

- 23 Executive work desk 24"D x 48"W
- 24 Curved work desk 42"D x 72"W
- 25 Ergonomic desk chair
- 26 Task lamp with plug
- 27 Micro-fridge unit
- 28 Coffee maker
- 29 Desk chair 18"W x 22"D x 32"H
- 30 Artwork at desk

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Building and Furnishing

Exterior Corridor King Room with Connecting Door – (12' wide x 18' deep)



Furnishings Legend

Existing

- 1 King bed 76" x 80"
- 2 Double bed 54" x 80"
- 3 Nightstand 16"D x 20"W
- 4 Framed mirror 24"W x 34"D
- 5 Luggage bench 42"W x 22"D
- 6 Chest 30"W x 22"D
- 7 Desk 42"W x 22"D
- 8 Clothing Armoire 36"W x 22"D
- 9 Activity table 30"Diam. x 32"H
- 10 Coffee table 18" x 30"
- 11 Activity chair 22"W x 24"D x 32"H
- 12 Desk chair 18"W x 22"D x 32"H
- 13 Recliner/lounge chair 32"W x 36"D x 38"H
- 14 Sofa sleeper 64"W x 35"D
- 15 Single-arm wall-mounted lamp
- 16 Double-arm wall-mounted lamp
- 17 Floor lamp
- 18 Desk lamp
- 19 Artwork
- 20 Television
- 21 TV armoire 36"W x 22"D
- 22 Vanity stool

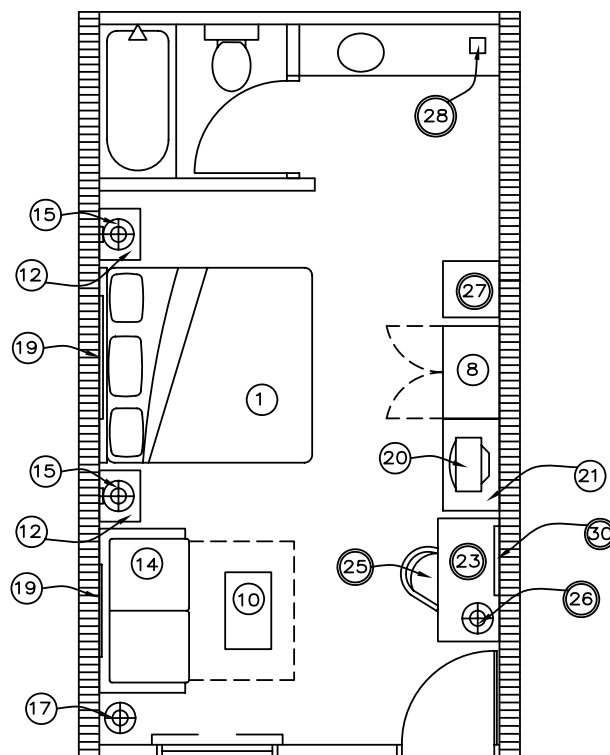
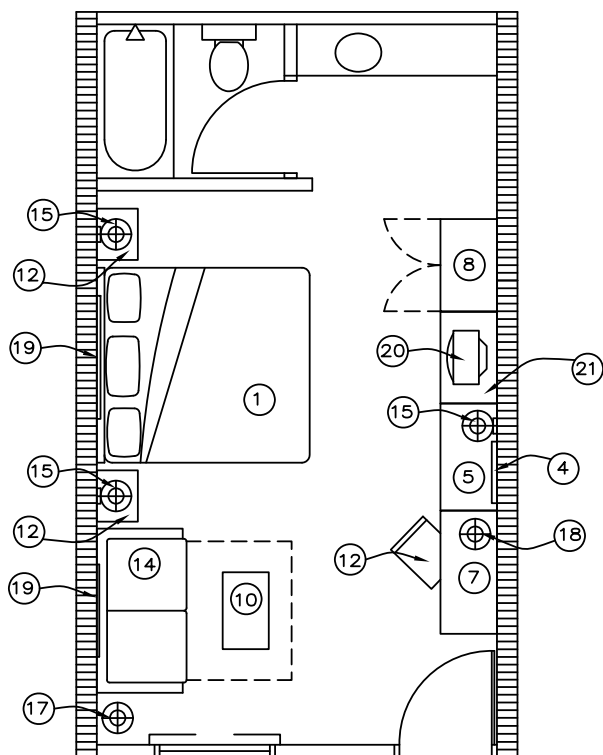
New

- 23 Executive work desk 24"D x 48"W
- 24 Curved work desk 42"D x 72"W
- 25 Ergonomic desk chair
- 26 Task lamp with plug
- 27 Micro-fridge unit
- 28 Coffee maker
- 29 Desk chair 18"W x 22"D x 32"H
- 30 Artwork at desk

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Building and Furnishing

Exterior Corridor King Study Room – (12' wide x 18' deep)



Furnishings Legend

Existing

- 1 King bed 76" x 80"
- 2 Double bed 54" x 80"
- 3 Nightstand 16"D x 20"W
- 4 Framed mirror 24"W x 34"D
- 5 Luggage bench 42"W x 22"D
- 6 Chest 30"W x 22"D
- 7 Desk 42"W x 22"D
- 8 Clothing Armoire 36"W x 22"D
- 9 Activity table 30"Diam. x 32"H
- 10 Coffee table 18" x 30"
- 11 Activity chair 22"W x 24"D x 32"H
- 12 Desk chair 18"W x 22"D x 32"H
- 13 Recliner/lounge chair 32"W x 36"D x 38"H
- 14 Sofa sleeper 64"W x 35"D
- 15 Single-arm wall-mounted lamp
- 16 Double-arm wall-mounted lamp
- 17 Floor lamp
- 18 Desk lamp
- 19 Artwork
- 20 Television
- 21 TV armoire 36"W x 22"D
- 22 Vanity stool

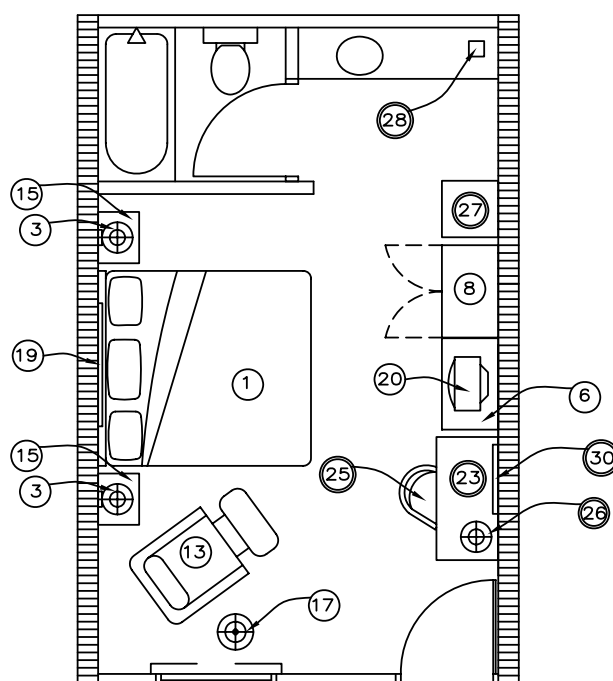
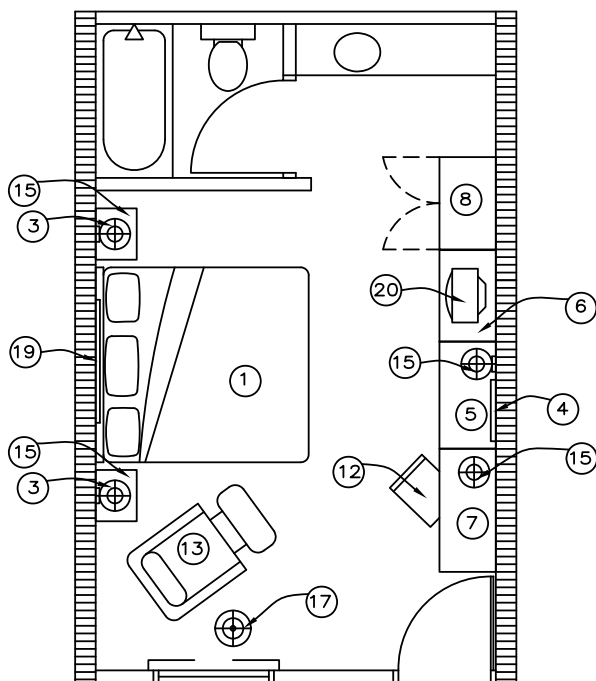
New

- 23 Executive work desk 24"D x 48"W
- 24 Curved work desk 42"D x 72"W
- 25 Ergonomic desk chair
- 26 Task lamp with plug
- 27 Micro-fridge unit
- 28 Coffee maker
- 29 Desk chair 18"W x 22"D x 32"H
- 30 Artwork at desk

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Building and Furnishing

Exterior Corridor King Room – (12' wide x 16' deep)



Furnishings Legend

Existing

- 1 King bed 76" x 80"
- 2 Double bed 54" x 80"
- 3 Nightstand 16"D x 20"W
- 4 Framed mirror 24"W x 34"D
- 5 Luggage bench 42"W x 22"D
- 6 Chest 30"W x 22"D
- 7 Desk 42"W x 22"D
- 8 Clothing Armoire 36"W x 22"D
- 9 Activity table 30"Diam. x 32"H
- 10 Coffee table 18" x 30"
- 11 Activity chair 22"W x 24"D x 32"H
- 12 Desk chair 18"W x 22"D x 32"H
- 13 Recliner/lounge chair 32"W x 36"D x 38"H
- 14 Sofa sleeper 64"W x 35"D
- 15 Single-arm wall-mounted lamp
- 16 Double-arm wall-mounted lamp
- 17 Floor lamp
- 18 Desk lamp
- 19 Artwork
- 20 Television
- 21 TV armoire 36"W x 22"D
- 22 Vanity stool

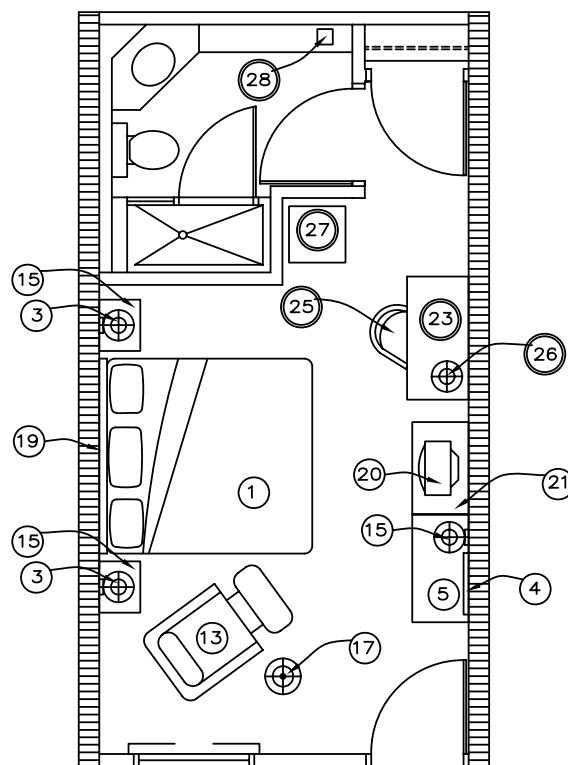
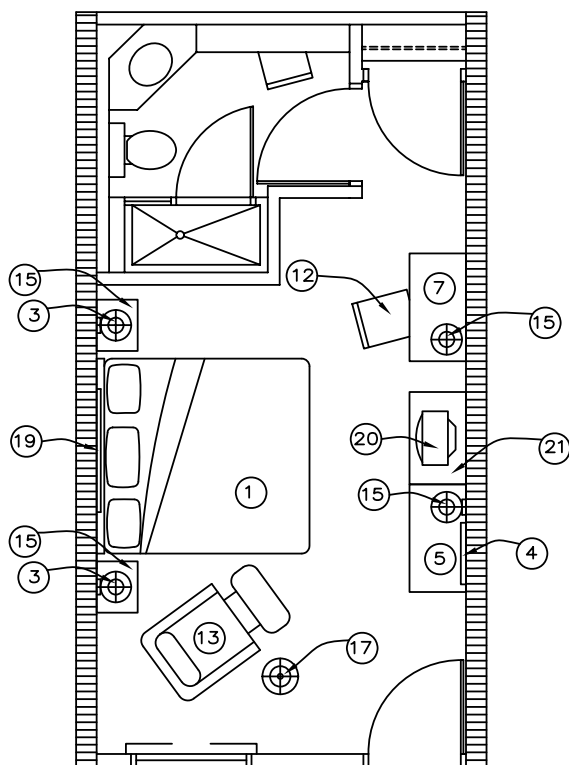
New

- 23 Executive work desk 24"D x 48"W
- 24 Curved work desk 42"D x 72"W
- 25 Ergonomic desk chair
- 26 Task lamp with plug
- 27 Micro-fridge unit
- 28 Coffee maker
- 29 Desk chair 18"W x 22"D x 32"H
- 30 Artwork at desk

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Building and Furnishing

Exterior Corridor King Deluxe Room – (12' wide x 15.5' deep)



Furnishings Legend

Existing

- 1 King bed 76" x 80"
- 2 Double bed 54" x 80"
- 3 Nightstand 16"D x 20"W
- 4 Framed mirror 24"W x 34"D
- 5 Luggage bench 42"W x 22"D
- 6 Chest 30"W x 22"D
- 7 Desk 42"W x 22"D
- 8 Clothing Armoire 36"W x 22"D
- 9 Activity table 30"Diam. x 32"H
- 10 Coffee table 18" x 30"
- 11 Activity chair 22"W x 24"D x 32"H
- 12 Desk chair 18"W x 22"D x 32"H
- 13 Recliner/lounge chair 32"W x 36"D x 38"H
- 14 Sofa sleeper 64"W x 35"D
- 15 Single-arm wall-mounted lamp
- 16 Double-arm wall-mounted lamp
- 17 Floor lamp
- 18 Desk lamp
- 19 Artwork
- 20 Television
- 21 TV armoire 36"W x 22"D
- 22 Vanity stool

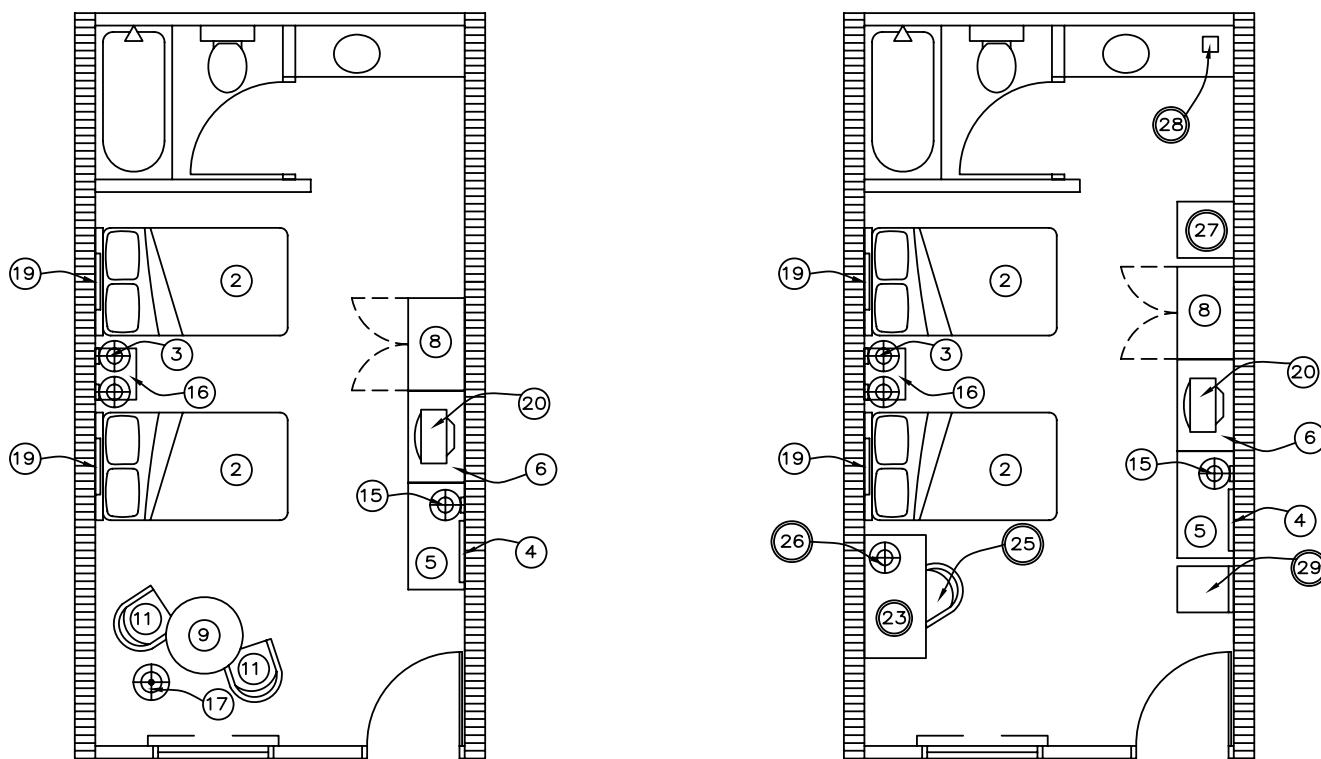
New

- 23 Executive work desk 24"D x 48"W
- 24 Curved work desk 42"D x 72"W
- 25 Ergonomic desk chair
- 26 Task lamp with plug
- 27 Micro-fridge unit
- 28 Coffee maker
- 29 Desk chair 18"W x 22"D x 32"H
- 30 Artwork at desk

– Confidential –
for use by Hilton Hotels only

Building and Furnishing

Exterior Corridor Double Room with Activity Table – (12' wide x 18' deep)



Furnishings Legend

Existing

- 1 King bed 76" x 80"
- 2 Double bed 54" x 80"
- 3 Nightstand 16"D x 20"W
- 4 Framed mirror 24"W x 34"D
- 5 Luggage bench 42"W x 22"D
- 6 Chest 30"W x 22"D
- 7 Desk 42"W x 22"D
- 8 Clothing Armoire 36"W x 22"D
- 9 Activity table 30"Diam. x 32"H
- 10 Coffee table 18" x 30"
- 11 Activity chair 22"W x 24"D x 32"H
- 12 Desk chair 18"W x 22"D x 32"H
- 13 Recliner/lounge chair 32"W x 36"D x 38"H
- 14 Sofa sleeper 64"W x 35"D
- 15 Single-arm wall-mounted lamp
- 16 Double-arm wall-mounted lamp
- 17 Floor lamp
- 18 Desk lamp
- 19 Artwork
- 20 Television
- 21 TV armoire 36"W x 22"D
- 22 Vanity stool

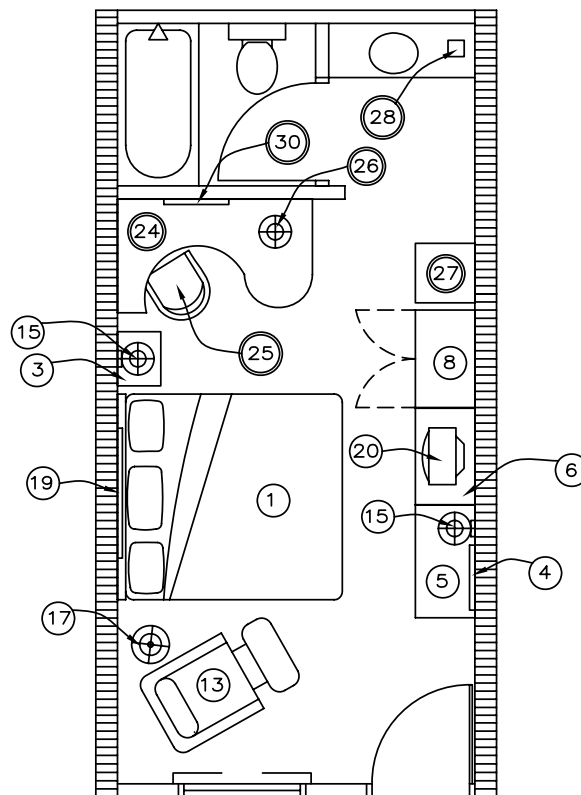
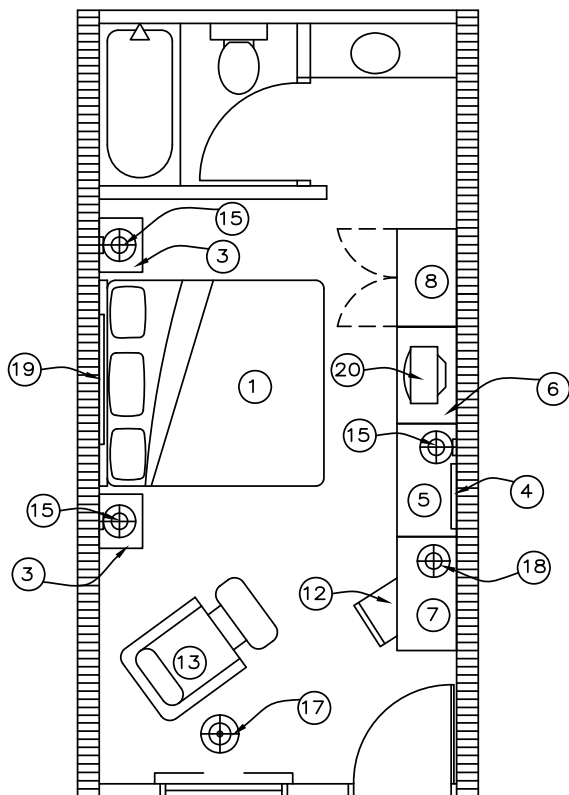
New

- 23 Executive work desk 24"D x 48"W
- 24 Curved work desk 42"D x 72"W
- 25 Ergonomic desk chair
- 26 Task lamp with plug
- 27 Micro-fridge unit
- 28 Coffee maker
- 29 Desk chair 18"W x 22"D x 32"H
- 30 Artwork at desk

– Confidential –
for use by Hilton Hotels only

Building and Furnishing

Exterior Corridor King Room – (11' wide x 18' deep)



Furnishings Legend

Existing

- 1 King bed 76" x 80"
- 2 Double bed 54" x 80"
- 3 Nightstand 16"D x 20"W
- 4 Framed mirror 24"W x 34"D
- 5 Luggage bench 42"W x 22"D
- 6 Chest 30"W x 22"D
- 7 Desk 42"W x 22"D
- 8 Clothing Armoire 36"W x 22"D
- 9 Activity table 30"Diam. x 32"H
- 10 Coffee table 18" x 30"
- 11 Activity chair 22"W x 24"D x 32"H
- 12 Desk chair 18"W x 22"D x 32"H
- 13 Recliner/lounge chair 32"W x 36"D x 38"H
- 14 Sofa sleeper 64"W x 35"D
- 15 Single-arm wall-mounted lamp
- 16 Double-arm wall-mounted lamp
- 17 Floor lamp
- 18 Desk lamp
- 19 Artwork
- 20 Television
- 21 TV armoire 36"W x 22"D
- 22 Vanity stool

New

- 23 Executive work desk 24"D x 48"W
- 24 Curved work desk 42"D x 72"W
- 25 Ergonomic desk chair
- 26 Task lamp with plug
- 27 Micro-fridge unit
- 28 Coffee maker
- 29 Desk chair 18"W x 22"D x 32"H
- 30 Artwork at desk



Section 400
Trademark
and Identity

– CONFIDENTIAL –
for use by Hilton Hotels only

**Any questions regarding the contents
of this manual may be addressed to:**

**HILTON HOTELS CORPORATION
755 CROSSOVER LANE
MEMPHIS, TENNESSEE 38117-4900
PHONE: 901/374-5000**



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Trademark and Identity

Purpose and Scope

This section of the Standards Manual specifies the requirements for the use of certain trademarks of the Hampton hotel system.

All visual communication using trademarks of the Hampton hotel system must strictly comply with the requirements of this section.

Waivers or variances will be considered on an individual basis upon receipt of a written request, which must include the rationale for such waiver/variance request.

All "slick" sheets illustrating logos, colors, etc. are placed at the end of this section.

REFER QUESTIONS CONCERNING THESE STANDARDS TO:

Hampton Brand Management
Hilton Hotels Corporation
755 Crossover Lane
Memphis, Tennessee 38117-4900
Phone: 901/374-5000



Trademark and Identity

400.00 Trademark and Identity Standards – General

400.01 Local Advertising—Print

The Hampton logo must be used in all Hampton Inn or Hampton Inn & Suites hotel advertising, posters, brochures, etc. It must precede or dominate any individual property name or logo. No exceptions will be permitted.

The Hampton script may be used where space prohibits use of the Hampton logo.

400.02 Local Advertising—Broadcast

In broadcast advertising, the property name may be used only in conjunction with the Hampton name.

400.03 Individual Property Names/Logos

Individual property names or logos may be used, but must be no larger than one-half the size of the Hampton logo or script, either of which must precede and dominate an individual property name. No exceptions will be permitted.

400.04 Joint Advertising

Joint advertising with quality cooperative partners may be permitted with prior written approval from Hilton Hotels.

400.05 Vehicle Standards

All Hampton hotel vehicles used to transport customers must conform with standards set forth in this section.

400.06 Removing Trademarks

Trademarks of Hilton Hotels must not be etched in the surface of bathtubs or any other construction surface where they become permanent and cannot be easily removed.

400.07 Rules for Proper Use of Hilton Hotels Trademarks

- A. Trademarks of Hilton Hotels must be properly used (as set forth in this section) in all advertising and promotional materials and be given a dignified and prominent position.
- B. Trademarks of Hilton Hotels must not be placed within shapes or borders except as provided in these standards.
- C. Except for proper names, use the Hampton trademark as an adjective in conjunction with the word “hotel” whenever practical.
 Incorrect: Meet me at the Hampton.
 Correct: Meet me at the Hampton hotel.



Trademark and Identity

- D. The Hampton Inn or Hampton Inn & Suites hotel trademark must not be used in the plural or possessive forms.
 - Incorrect: There are two Hamptons in Orlando.
 - Correct: There are two Hampton hotels in Orlando.
 - Incorrect: This Hampton's breakfast is great.
 - Correct: This Hampton hotel's breakfast is great.
- E. Always capitalize the Hampton hotel trademark, i.e., HAMPTON or Hampton.
- F. It is required to use the registration symbol ® to the right of the Hampton logo or script either above or below the line on which the trademark appears. However, at a minimum, the ® must always be used in association with the largest, most readily noticeable appearance of the trademarks in all printed materials. The symbol always should be large enough so that it can be read easily.
- G. The Hilton name and/or logo may not be used on business cards, brochures, envelopes, letterhead, billboards, or any other promotional piece without written approval from Hilton Hotels Corporation.

401.00 Service Mark Usage—Print Material**NOTE:** Do not remove
this sheet from the manual

12/10/03

401.01 Hampton Inn Registered Service Marks

Trademarks owned by Hilton Hotels and used by the Hampton Inn Hotel Division include the Hampton Inn Logo, the Hampton Inn Script, and the Hampton Inn Cartouche (®). The Logo and Script trademarks should not be used together. The Logo or Script trademarks must be used on all printed material and expendable items regularly exposed to the public.

The Hampton Inn Logo must be reproduced proportionately as shown in this section. It must never be textured with foreign colors, dots or other patterns. The relationship of the components must be portrayed exactly as indicated on the reproduction proof sheets provided herein.

The Hampton Inn Logo, including the ® symbol, may be reproduced proportionately in one color, two colors, three

colors or through the four-color production process. (Any four-color printing of the logo must match the Pantone Matching System logo colors.) The proof sheets provided illustrate the approved methods of reproduction. Deviation from the color requirements provided on the proof sheet is not permitted.

The Hampton Inn Script, including the ® symbol, must be reproduced proportionately as shown in this section. This script may be reproduced in one of two versions — horizontal application (1 line) or vertical application (2 lines). Reproduction of the Hampton Inn Script is restricted to one color.

The Hampton Inn Cartouche, when used alone, must include the ® symbol and be reproduced proportionately as shown in this section. Reproduction of the Hampton Inn Cartouche is restricted to one color.

Equivalent to Pantone Blue #280

Equivalent to Pantone Red #207

Equivalent to Pantone Gray #400



One Color - Positive Copy



One Color - Reverse Copy



Two Colors



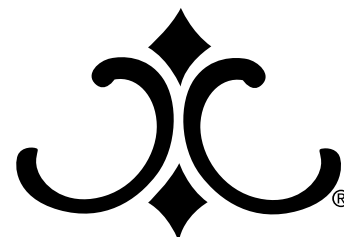
Three Colors

Hampton Inn®

Script (1 line) First Preference

Hampton Inn®

Script (2 line) Second Preference



Cartouche

NOTE: These logo changes apply to hotels built or converted to Hampton Inn & Suites hotels as of January 1, 2004.

NOTE: Do not remove this sheet from the manual

12/10/03

401.02 Hampton Inn & Suites Registered Trademarks

Trademarks owned by Hilton Hotels and used by the Hampton Inn Hotel Division include the Hampton Inn & Suites Logo, the Hampton Inn & Suites Script, and the Hampton Inn & Suites Cartouche (☞). The Logo and Script trademarks should not be used together. The Logo or Script trademarks must be used on all printed material and expendable items regularly exposed to the public.






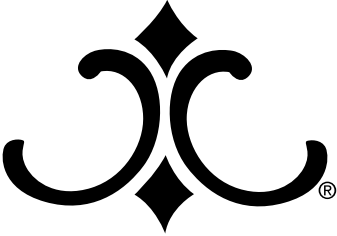
The Hampton Inn & Suites Logo must be reproduced proportionately as shown in this section. It must never be textured with foreign colors, dots or other patterns. The relationship of the components must be portrayed exactly as indicated on the reproduction proof sheets provided herein.

The Hampton Inn & Suites Logo, including the ® symbol, may be reproduced proportionately in one color, two colors, three

colors or through the four-color production process. (Any four-color printing of the logo must match the Pantone Matching System logo colors.) The proof sheets provided illustrate the approved methods of reproduction. Deviation from the color requirements provided on the proof sheet is not permitted.

The Hampton Inn & Suites Script, including the ® symbol, must be reproduced proportionately as shown in this section. This script may be reproduced in one of two versions — horizontal application (1 line) or vertical application (2 lines). Reproduction of the Hampton Inn & Suites Script is restricted to one color.

The Hampton Inn & Suites Cartouche, when used alone, must include the ® symbol and be reproduced proportionately as shown in this section. Reproduction of the Hampton Inn & Suites Cartouche is restricted to one color.

<div>Equivalent to Pantone Blue #280</div> <div>Equivalent to Pantone Red #207</div> <div>Equivalent to Pantone Gray #400</div>		
 <p>One Color - Positive Copy</p>	 <p>One Color - Reverse Copy</p>	 <p>Script</p>
 <p>Two Colors</p>	 <p>Three Colors</p>	 <p>Cartouche</p>



Trademark and Identity

401.03 Singular Hampton Logo Registered Trademark

The singular "Hampton" Logo was created for cost efficiencies on property collateral and any other brand issued pieces that do not require delineation between Hampton Inn and Hampton Inn & Suites.



THIS LOGO IS NOT PERMITTED TO BE USED WITHOUT
PRIOR AUTHORIZATION FROM THE HAMPTON BRAND TEAM.

The only approved items that this mark is used on are:

- A. Name tags (off site only)
- B. Authentication pages (Web site)
- C. Hampton's On the Run™ Breakfast Bags
- D. Coffee/water cups
- E. Folio paper
- F. Guest comment cards



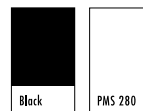
Trademark and Identity

402.00 Hampton Property Stationery

Each property must have Hampton Brand stationery. Below are the specifications that the stationery must comply with. The Olympic logo is approved for use until December 31, 2012.

A. Letterhead

	Texarkana Hampton Inn 5300 North State Line Avenue, Texarkana, AR 71854 tel: 870.774.4444 fax: 870.774.4444
	
<p>Dear Mrs. Christa-Cathey, 02.09.04</p> <p>After a few years, however, the original concept grew stale. To invigorate the idea, P&G hired Raymond Service, Inc., a firm that specialized in contests and direct mail. Service assigned Henry Bern as account executive; he went on to become the heart, soul and conscience of the re-born sculpture contest for over 30 years.</p> <p>Originally the contest had been open to carvers from "all walks of life, regardless of age." But P&G decided to re-dedicate the contest exclusively to students from fourth to twelfth grade. Art classes, YMCA groups and scout troops embraced the contest as a way of giving art students a goal: to make it to the nationals "for the Procter & Gamble prizes."</p> <p>Still, P&G brands execs questioned how many young people practiced soap sculpture and would participate in the contests. Early on, the judges received only 200 to 300 entries annually; this gradually increased to a high of 8,000 entries. The norm for most of the promotion's run was between 2,500 and 3,000 entries. But these numbers only represent what was submitted for national judging, and not locally. As Bern noted to P&G marketing executives in an archived memo, "We have known of instances where schools carved hundreds of pieces, but submitted only one or two." Bern goes on to note, "There was easily an annual consumption of a million cakes of soap." He neglects to mention that all of this contest-specific consumption was at full retail price and, of course, superseded any soap purchased for normal household use.</p> <p>Originally the contest had been open to carvers from "all walks of life, regardless of age." But P&G decided to re-dedicate the contest exclusively to students from fourth to twelfth grade. Art classes, YMCA groups and scout troops embraced the contest as a way of giving art students a goal: to make it to the nationals "for the Procter & Gamble prizes."</p> <p style="text-align: center;">  Loyetta Davis General Manager Hampton Inn Texarkana </p> <p style="text-align: right;">   </p> <p>for reservation please visit us at www.hampton.com or call 1.800.hampton</p>	



1. Hampton Inn

Production Notes:

Two color print:
Black and PMS 280

Prints one side

Size: 8 1/2" x 11"

60# Finch Opaque Smooth
(White)

Linked Images:

Bobsled1766928.tif

Row1766127.tif

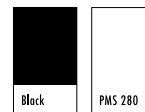
HighJ1839063.tif

Skier1765410.tif

Gymnast1812137.tif



Trademark and Identity



2. Hampton Inn & Suites

Production Notes:

Two color print:

Black and PMS 280

Prints one side

Size: 8 1/2" x 11"

60# Finch Opaque Smooth
(White)

Linked Images:

Bobsled1766928.tif

Row1766127.tif

HighJ1839063.tif

Skier1765410.tif

Gymnast1812137.tif



Trademark and Identity

B. Envelope

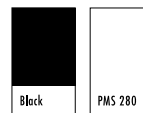
1. Hampton Inn

Production Notes:

Two color print: Black and PMS 280

Size: 9½" x 4⅛" #10 envelope

80# Finch Opaque Smooth (White)





Trademark and Identity

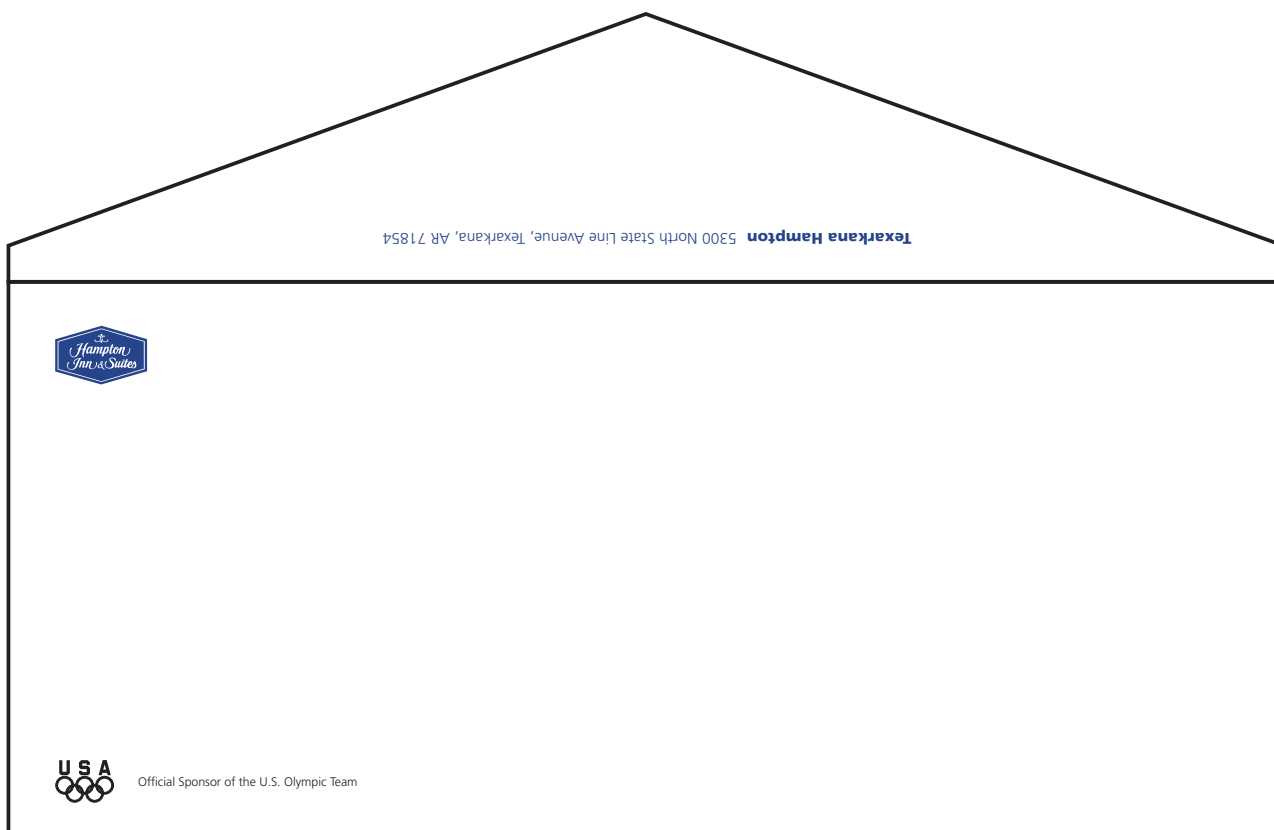
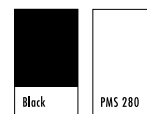
2. Hampton Inn & Suites

Production Notes:

Two color print: Black and PMS 280

Size: 9 $\frac{1}{2}$ " x 4 $\frac{1}{8}$ " #10 envelope

80# Finch Opaque Smooth (White)





Trademark and Identity

C. Business Card

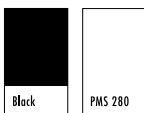
1. Hampton Inn

Production Notes:

Two color print: Black and PMS 280
 Prints two sides
 Size: 2" x 3½"
 80# Finch Opaque Smooth (White)

Linked Images:

Bobsled1766928.tif
 Row1766127.tif
 HighJ1839063.tif
 Skier1765410.tif
 Gymnast1812137.tif



2. Hampton Inn & Suites

Production Notes:

Two color print: Black and PMS 280
 Prints two sides
 Size: 2" x 3½"
 80# Finch Opaque Smooth (White)

Linked Images:

Bobsled1766928.tif
 Row1766127.tif
 HighJ1839063.tif
 Skier1765410.tif
 Gymnast1812137.tif





Trademark and Identity

D. Linked Images

1. Row1766127.tif



2. HighJ1839063.tif



3. Skier1765410.tif



4. Bobsled1766928.tif



5. Gymnast1812137.tif





Trademark and Identity

403.00 Trademark Usage – Outdoor Advertising

403.01 Hampton Outdoor Advertising

See following pages for Outdoor Advertising creative standards.

403.02 Photographs of all current billboards and airport courtesy board signage must be maintained at the hotel, in addition to a map noting the location of each board.

hampton outdoor advertising
usa/canada
creative standards

March, 2008



introduction

topline notes on this guide

Outdoor advertising is one of our most powerful marketing tools. It greets guests on their approach, converts passing motorists into new arrivals, and builds a positive image of your Hampton hotel within your community. Since your outdoor advertising is so important, we are pleased to announce the completely redesigned Hampton outdoor campaign. **This outdoor campaign is far reaching and will include multiple executions. Each execution highlights a specific amenity. Our initial executions are focusing on the sleep experience; additional executions for business and leisure travelers showcasing a variety of other Hampton amenities will appear by the third quarter of 2007. You will be informed of new creative executions as they become available.**

In every element of our new outdoor campaign, visuals and language work closely together to communicate benefits of the Hampton experience. The executions are clean and inviting; the tone, warm and friendly. Directions and amenities are clearly called out — and the Hampton logo is always featured with prominence.

This guide includes photography, design, and copy standards for our new outdoor campaign. As of June 1, 2007, these guidelines will be the approved standards for outdoor advertising. Please remember that these guidelines are mandatory. **All new Hampton hotels must follow these guidelines exactly; all hotels with preexisting media contracts must be in full compliance by the end of 2008.**

creative guidelines

This section contains design and copy specifications for outdoor advertising. **No licensee may deviate from these authorized standards without an electronic waiver** (see last page for details)

Photography

Visuals are consumer-centric, allowing the traveler to relate to the amenity highlighted on an emotional level. Every outdoor board features a single photograph of a consumer enjoying a specific Hampton amenity. On the following page are the photographs that have currently been approved for use to communicate the sleep experience.

You will be informed throughout the year of new, approved photographs communicating additional amenities. Stay tuned! Only approved photographs may be used in conjunction with approved headlines.



"Girl on bed"



"Woman with laptop"

Specific headline only: "hi-speed exit ahead"



"Woman in bed"



"Man with laptop"

Specific headline only: "hi-speed exit ahead"



"Man enjoying breakfast"

Specific headline only: "tasty exit ahead"



"Child in pool"

Specific headline only: "splashy exit ahead"

Copy

There is a definite hierarchy of quick-read messaging on every outdoor ad:

- | | |
|------------------------|---|
| 1. Hampton Logo | 3. Specific directions to your hotel |
| 2. Headline | 4. Other amenities |

Headlines have been crafted to draw guests into the Hampton experience and direct them to your hotel. (Remember, they are driving by and must get your message quickly!) The headline focuses on the amenity portrayed by the visual.

Currently, the approved headlines for the “girl on bed” and “woman on bed” are:

- | | | |
|-----------------------|--------------------------------------|-----------------------|
| • cozy exit ahead | • cozy landing ahead | • comfy exit ahead |
| • comfy landing ahead | • cushy exit ahead | • cushy landing ahead |
| • snuggly exit ahead | • cozy exit XXX (insert exit number) | |

The approved headline for the “woman with laptop” and “man with laptop” is:

- hi-speed exit ahead

The approved headline for the “child in pool” image is:

- splashy exit ahead

The approved headline for the “Man enjoying breakfast” image is:

- tasty exit ahead

While the above are the suggested headlines, a hotel can also insert their hotel name or specific location of their property under the Hampton logo with a character count not to exceed 21 (including spaces).

Specific directions to your hotel appear in the lower left portion of the blue bar that runs along the bottom of each outdoor board, i.e. “EXIT 256.” This quickly tells potential guests where they should turn off the road or highway to find you. The word “EXIT” is in ALL CAPS. Only the first letter of proper nouns should be capitalized.

Example: EXIT 256 • turn right • Macon Rd. • 13 miles

Other amenities can also be featured in the blue bar that runs along the bottom of each outdoor ad between specific directions to your hotel on the left and the Hampton logo on the right.

Amenity claims can only be used by hotels where the amenity is actually available. Two claims are recommended to be placed on each outdoor board within the blue bar—space permitting.* A maximum of three amenities can be included, if there is no directional copy in the blue amenity bar (these still need to conform to the maximum character count of 56). If there is directional copy in the blue bar, the number of amenities featured will be determined by the maximum character count of 56. The approved amenity claims listed below should not be placed anywhere else on the ad except within the blue bar:

* Directional copy should be ideally kept at a minimum (e.g. just EXIT #). If it needs to be longer, we discourage listing more than one additional amenity.

** Must be an official appointment hotel with AAA to use this amenity listing.

*** At a scale of 1” equals 1’, any service marks i.e. ©, ®, ™ should be set to superscript.

**** Must have the new TV equipment implemented in 100% of room inventory to use this amenity listing.

***** Must have the new TV equipment implemented in 100% of room inventory and must have HD Channels available in guest rooms to use this amenity listing.

- | | |
|---|---|
| • 100% satisfaction guarantee | • AARP rates |
| • complimentary hot breakfast | • exercise room |
| • kids stay free | • [indoor] water park |
| • non-smoking rooms | • AAA rates** |
| • [indoor] pool | • earn free travel with Hilton HHonors®**** |
| • complimentary hi-speed internet | • Flat Panel TV’s***** |
| • special weekend rates | • HDTV***** |
| • complimentary local calls | |
| • complimentary hi-speed internet and local calls | |
| • complimentary hot breakfast & local calls | |
| • complimentary hot breakfast & hi-speed internet | |

Versions of the Hampton logo are available for outdoor advertising, denoting either Hampton, Hampton Inn or Hampton Inn & Suites. Please use the logo that accurately describes your specific hotel. Only if your outdoor signage continues to use the rectangular Hampton logo, may the rectangular logo be used on your outdoor advertising.

At a scale of 1" equals 1', the Hampton logo measures 11.3562" w x 7.25" h. The center point of the logo should be placed 31.4583" from the left edge of the board and .6838" from the top of the board. This center point is also the center point for which the headline copy is placed. The ® mark is part of the logo and should scale accordingly. It is currently .44" x .45", roughly just under 6 inches square.

The rectangular Hampton Inn & Suites logo is placed in a similar method. The logo measures 11.6938" w x 7.25" h. The center point of the logo should be placed at 31.4583" from the left edge and .6838" from the top of the board.



Indicates the center point of each logo for placement purpose




Font Usage

The approved typeface for Hampton outdoor directional signs is **Frutiger 75 Black** and **Frutiger 65 Bold**. Font size can vary depending on space restrictions. Usage should be in lower case, unless otherwise indicated.

Frutiger 75 Black
ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz

Frutiger 65 Bold
ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz

Color Usage

PMS 280 
 Logo background
 Blue bar
 Headline

PMS 207 
 Logo border

design

Approved outdoor designs appear on the following pages of this guide. Please select the one that best fits the needs of your hotel.

A. Directional Sign with Amenities

1

Main image

- Use only approved images

2

Logo

- Position of logo is set and should not be adjusted
- At a scale of 1" equals 1', the center point of the logo is 31.4583" from the left edge and .6853" from the top of the board

3

Headline

- Use approved headlines
- PMS 280
- Font: Frutiger 75 Black, lower case. At a scale of 1" equals 1', the headline font size is 202 point.
- Headline character count should not exceed 21 (including spaces)
- No punctuation
- Headline is centered from the center line established by the logo
- Font should never be condensed or expanded

4

Blue bar

- The blue bar measures 48"w x 2.5875"h. It should not be altered.
- Type is centered on the width of the board
- Type reverses out white from PMS 280 blue bar
- Font: Frutiger 65 Bold, lower case. At a scale of 1" equals 1', the blue bar font size is 120 point
- Font should never be condensed or expanded
- The word EXIT should be in All CAPS. Only the initial letter of proper nouns of other directional copy should be capitalized.
- Type can be directional and/or from a selection of amenities. The character count should not exceed 56 (including spaces).
- The top line of the blue bar should NEVER cover any part of the face of the person in the ad.

1

2



3

4

B. Directional Sign with No Amenities

In some instances, further directional copy (more than just the exit number) may be needed. The amenity claims are then excluded in order to make room for the directional copy.

1

Main image

- Use only approved images

2

Logo

- Position of logo is set and should not be adjusted
- At a scale of 1" equals 1', the center point of the logo is 31.4583" from the left edge and .6853" from the top of the board

3

Headline

- Use approved headlines
- PMS 280
- Font: Frutiger 75 Black, lower case. At a scale of 1" equals 1', the headline font size is 202 point.
- Headline character count should not exceed 21 (including spaces)
- No punctuation
- Headline is centered from the center line established by the logo
- Font should never be condensed or expanded

4

Blue bar

- The blue bar measures 48"w x 2.5875"h. It should not be altered.
- Type is centered on the width of the board
- Type reverses out white from PMS 280 blue bar
- Font: Frutiger 65 Bold, lower case. At a scale of 1" equals 1', the blue bar font size is 120 point
- Font should never be condensed or expanded
- The word EXIT should be in All CAPS. Only the initial letter of proper nouns of other directional copy should be capitalized.
- The character count should not exceed 56 (including spaces).
- The top line of the blue bar should NEVER cover any part of the face of the person in the ad.

1

2



3

4

C. Co-op Sign for Multiple Hotels

In an area where sign availability is limited, two/three Hampton hotels may be displayed on a sign with the cost of the sign to be shared on a cooperative basis by agreement between the hotels' owners/operators. On a co-op sign the primary visual, headline and copy treatment are exactly the same as in a sign for a single hotel. **Please note: two hotels can be promoted on a single board and one amenity if space permits.**

1

Main image

- Use only approved images

2

Logo

- Position of logo is set and should not be adjusted
- At a scale of 1" equals 1', the center point of the logo is 31.4583" from the left edge and .6853" from the top of the board

3

Headline

- Use approved headlines
- PMS 280
- Font: Frutiger 75 Black, lower case. At a scale of 1" equals 1', the headline font size is 202 point.
- Headline character count should not exceed 21 (including spaces)
- No punctuation
- Headline is centered from the center line established by the logo
- Font should never be condensed or expanded

4

Blue bar

- The blue bar measures 48"w x 2.5875"h. It should not be altered.
- Type is centered on the width of the board
- Type reverses out white from PMS 280 blue bar
- Font: Frutiger 65 Bold, lower case. At a scale of 1" equals 1', the blue bar font size is 120 point
- Font should never be condensed or expanded
- It is recommended that the directional copy include the name of the hotel and simple EXIT information only. The word "EXIT" should be in ALL CAPS
- Type can be directional and/or from a selection of amenities. The character count should not exceed 56 (including spaces).
- The top line of the blue bar should NEVER cover any part of the face of the person in the ad.



3

4

D. Co-op Directional Sign (Hampton and Cooperative Partner)

Co-op advertising with quality partners may be permitted with prior written approval. No headline spanning the two partners will be approved.

1

Main image

- Use only approved images. Only bed images are available for this execution.

2

Logo

- Position of logo is set and should not be adjusted.
- At a scale of 1" equals 1', the center point of the logo is 17.9208" from the left edge and .6875" from the top of the board.
- The logo is 11.3562"w x 7.25"h.

3

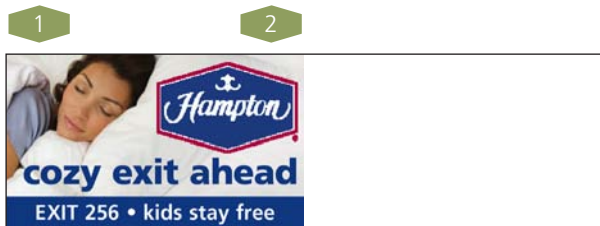
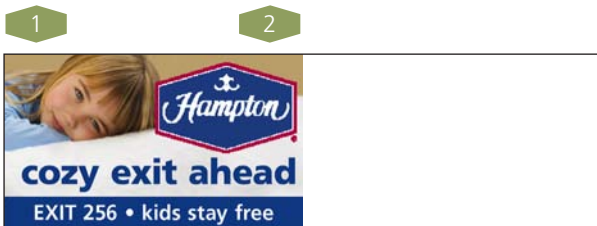
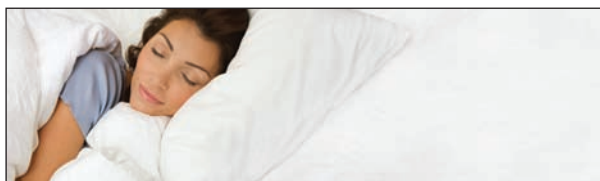
Headline

- Use approved headline - cozy exit ahead
- PMS 280
- Font: Frutiger 75 black, lower case. At a scale of 1" equals 1', the headline font is 202 point.
- Headline character count should not exceed 15 (including spaces)
- No punctuation
- Headline is right justified and lined up on the right most edge of the hampton logo
- Font should never be condensed or expanded.

4

Blue bar

- The blue bar measures 24"w x 2.5874"h. It should not be altered.
- Type is centered within the width of the blue bar.
- Type reverses out white from PMS 280.
- Font: Frutiger 65 Bold, lower case. At a scale of 1" equals 1', the blue bar font size is 120 point.
- Font should never be condensed or expanded.
- The word EXIT should be in ALL CAPS. Only the initial letter of the proper nouns of other directional copy should be capitalized.
- The character count should not exceed 26 (including spaces)
- The top line of the blue bar should NEVER cover any part of the face of the person in the ad.

Approved photo options

E. Co-op Directional Sign without Image (Hampton and Co-Op Partner)

Using the directional sign on Co-op advertising with quality partners may be permitted with prior written approval. No headline spanning the two partners will be approved.

1

Main image

- Billboard color is PMS 280
- At a scale of 1" equals 1', the blue field measures 24" w by 14" h.

2

Logo

- Position of logo is set and should not be adjusted
- At a scale of 1" equals 1', the center point of the logo is 12" from the left edge and 5.55" from the top of the board
- The logo measures 14.12" wide by 9" high

3

Headline

- Approved headline for this signage is 'exit ahead - XXXX'
- There are four character spaces provided for the specific exit to be included
- Font: Frutiger 75 Black, lower case. At a scale of 1" equals 1', the headline font size is 124 point
- The headline is centered within the blue field with the center point being 12" from the left edge
- Headline character count should not exceed 24 (including spaces)
- No punctuation
- Headline should only be 1 line
- Font should never be condensed or expanded
- This baseline is 12.875" from the top of the board
- The type is white and reverses out of the blue PMS 280 background

4

Headline Color Option

- There are two color options for the headline.
- The headline can be white reversed out of the PMS 280 blue (top example)
- Or the headline can be PMS 280 blue in a white panel which measures 24"wide x 3.125" high (bottom example)

1

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4

1

2

3



4

E. Sign for a New Hampton

Any outdoor board announcing a new Hampton hotel will display the following approved promotional language, limited to the first six months after the hotel has been opened: • **Now Open** • **New** • **Coming Soon**

1 Main image

- Use only approved images

2 Logo

- Position of logo is set and should not be adjusted
- At a scale of 1" equals 1', the center point of the logo is 31.4583" from the left edge and .6853" from the top of the board

3 Headline

- Use approved headlines
- PMS 280
- Font: Frutiger 75 Black, lower case. At a scale of 1" equals 1', the headline font size is 202 point.
- Headline character count should not exceed 21 (including spaces)
- No punctuation
- Headline is centered from the center line established by the logo
- Font should never be condensed or expanded

4 Blue bar

- The blue bar measures 48"w x 2.5875"h. It should not be altered.
- Type is centered on the width of the board
- Type reverses out white from PMS 280 blue bar
- Font: Frutiger 65 Bold, lower case. At a scale of 1" equals 1', the blue bar font size is 120 point
- Font should never be condensed or expanded
- Approved new Hampton verbiage (i.e. NOW OPEN) and the word "EXIT" should be in ALL CAPS. Only the initial letter of proper nouns of other directional copy should be capitalized
- The character count should not exceed 56 (including spaces.)
- The top line of the blue bar should NEVER cover any part of the face of the person in the ad.



G. Construction Sign

To announce the construction of a Hampton hotel, this sign may be erected on the property prior to or during construction. It must be removed six months after the hotel opens.

1

Main image

- Use only approved images

2

Logo

- Position of logo is set and should not be adjusted
- At a scale of 1" equals 1', the center point of the logo is 31.4583" from the left edge and .6853" from the top of the board

3

Headline

- The initial headline for the construction copy should simply include the date/time period when the hotel will be opened. After the opening, the headline should switch to one of the approved headlines.
- Use approved headlines
- PMS 280
- Font: Frutiger 75 Black, lower case. At a scale of 1" equals 1', the headline font size is 202 point.
- Headline character count should not exceed 21 (including spaces)
- No punctuation
- Headline is centered from the center line established by the logo
- Font should never be condensed or expanded

4

Blue bar and Response copy

- The blue bar measures 48"w x 2.5875"h. It should not be altered.
- Type is centered on the width of the board
- Type reverses out white from PMS 280 blue bar
- Font: Frutiger 65 Bold, lower case. At a scale of 1" equals 1', the blue bar font size is 120 point
- Font should never be condensed or expanded
- Hampton.com and 1-800-hampton are recommended callouts to promote future reservations
- Reverse out white from PMS 280 blue bar
- The top line of the blue bar should NEVER cover any part of the face of the person in the ad.
- Type may contain amenity and/or location information. The character count should not exceed 56 (including spaces.)

2

1



3

4

H. Directional Sign without Images

Occasionally, a purely directional billboard will be requested. This execution features a large logo, location copy and an opportunity to provide further directions.

1

Main image

- Billboard color is PMS 280
- At a scale of 1" equals 1', the blue field measures 48" w by 10.5" h. The white field measures 48" w by 3.5" h

2

Logo

- Position of logo is set and should not be adjusted
- At a scale of 1" equals 1', the center point of the logo is 9.2" from the left edge and 5.29" from the top of the board
- The logo measures 14.41" wide by 9.2" high

3

Headline

- Approved headline for this signage is 'friendly exit ahead - XXXX'
- There are four character spaces provided for the specific exit to be included
- Font: Frutiger 75 Black, lower case. At a scale of 1" equals 1', the headline font size is 168 point
- The headline is centered within the blue field with the center point being 32.1125" from the left edge and 5.1979" from the top of the board
- Headline character count should not exceed 26 (including spaces)
- No punctuation
- Headline should only be 1 line
- Font should never be condensed or expanded
- The headline is on the same baseline as the Hampton lettering of the logo. This baseline is 6.125" from the top of the board

4

White bar and directional copy

- The white bar measures 48" w x 3.5" h. It should not be altered
- Type is PMS 280
- Font: Frutiger 75 Black. At a scale of 1" equals 1', the font size is 148 point
- The baseline of the font is located 10.875" from the top of the board
- Type is centered on the width of the board
- Font should never be condensed or expanded
- The character count should not exceed 42 (including spaces.)

1

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I. Directional Sign without Images

Another option of the directional sign featuring a larger logo.

1

Main image

- Billboard color is PMS 280
- At a scale of 1" equals 1', the blue field measures 48" w by 14" h.

2

Logo

- Position of logo is set and should not be adjusted
- At a scale of 1" equals 1', the center point of the logo is 9.2" from the left edge and 6.9" from the top of the board
- The logo measures 14.41" wide by 9.2" high

3

Headline

- Approved headline for this signage is 'friendly exit ahead - XXXX'
- There are four character spaces provided for the specific exit to be included
- Font: Frutiger 75 Black, lower case. At a scale of 1" equals 1', the headline font size is 168 point
- The headline is centered within the blue field with the center point being 32.3521" from the left edge and 5.5625" from the top of the board
- Headline character count should not exceed 26 (including spaces)
- No punctuation
- Headline should only be 1 line
- Font should never be condensed or expanded

4

Directional copy

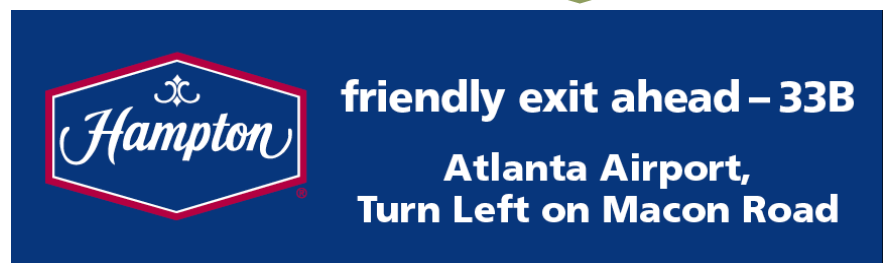
- Type is white
- Font: Frutiger 75 Black. At a scale of 1" equals 1', the font size is 148 point and the leading is set at 164 point
- The directional copy is centered within the blue field with the center point being 32.3521" from the left edge
- The baseline of the directional copy is located 11.625" from the top of the board
- Font should never be condensed or expanded
- The character count should not exceed 28 per line (including spaces.)

1

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4



erecting an outdoor board

Hotel owners/operators shall contract directly with the sign company of their choice. However, all creative produced for outdoor boards must meet the standards outlined herein.

In order to receive all the creative materials for outdoor boards, hotel owners/operators should go to OnQ Insider>My applications>Hampton Sales and Marketing Online Toolkit. *If only the link “hampton Sales and marketing” appears, you will need to update your user access. You can request access by going to User Settings and requesting access to the toolkit via the Change My Account section. There is an online process for ordering creative materials and routing boards for the appropriate approvals.

review and waiver requirements

Review

Each hotel must maintain a designated outdoor advertising file on property for review by Hilton Hotel representatives. The file must contain current photographs of each outdoor board, a description of each outdoor board, and other pertinent documents and information related to the hotel's outdoor advertising program.

Waiver

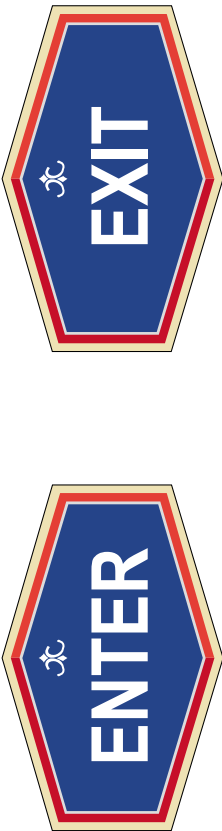
Hotel owners/operators may request a waiver for the special instances which prohibit them from following the established outdoor board requirements. A request for waiver should be accompanied by a digital image of the artwork for the board as well as the rationale for the request. Waiver requests should be submitted to your HPS Director electronically via OnQ Insider>Hampton Brand. Hotel approval or denial will be communicated to the hotel via this website. Be advised that the outdoor board may not be erected until the owner/operator receives waiver approval from Hampton Brand Management.



Trademark and Identity

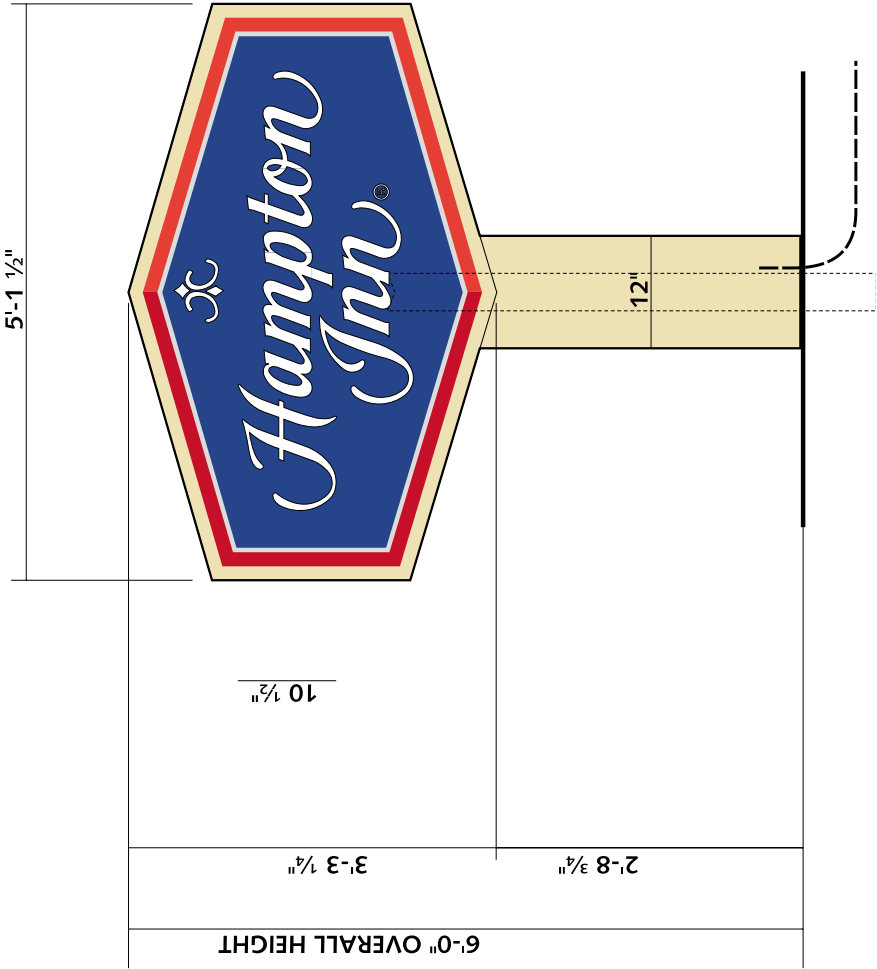
404.00 Exterior Signage

- 404.01 Each Hampton Inn/Hampton Inn & Suites hotel must be identified as a member of the Hampton Inn/Hampton Inn & Suites hotel system by the prominent display of a freestanding standard sign which has been approved by Hilton Hotels.
- 404.02 The primary sign must be installed at each Hampton Inn/Hampton Inn & Suites hotel prior to its opening.
- 404.03 No other signs may be attached to any part of the Hampton Inn/Hampton Inn & Suites primary or script signs.
- 404.04 See "Hotel Signage Standards" brochure (available from Hilton Hotels Design And Construction Department) for further details on exterior signage.



ALTERNATE FACE LAYOUTS

NTS



HI P-13 D/F DIRECTIONAL SIGN

ONE (1) SIGN REQUIRED

3/4"=1'-0"

10"



6 1/8"

END VIEW

1/2"=1'-0"

COLORS:

CABINET & RETAINERS: PAINT TO MATCH PMS 119C1 BEIGE (SMOOTH FINISH)

SUPPORT COVER: PAINT TO MATCH PMS 119C1 BEIGE (STIPPLE FINISH).

BACKGROUND: 3M VT 1937 BLUE

3/8" WIDE OUTER BORDER: 3M VT 1937 BLUE

COPY & CARTOUCHE: SHO-THRU

INNER 1/2" WIDE STRIPE: SHO-THRU

MATERIALS:

CABINET & RETAINERS: .063 ALUM. ONE-PIECE 10" FILLER/ 2 1/2" RETAINERS. 1"x1"x.125" SQ. ALUM.TUBE FRAME

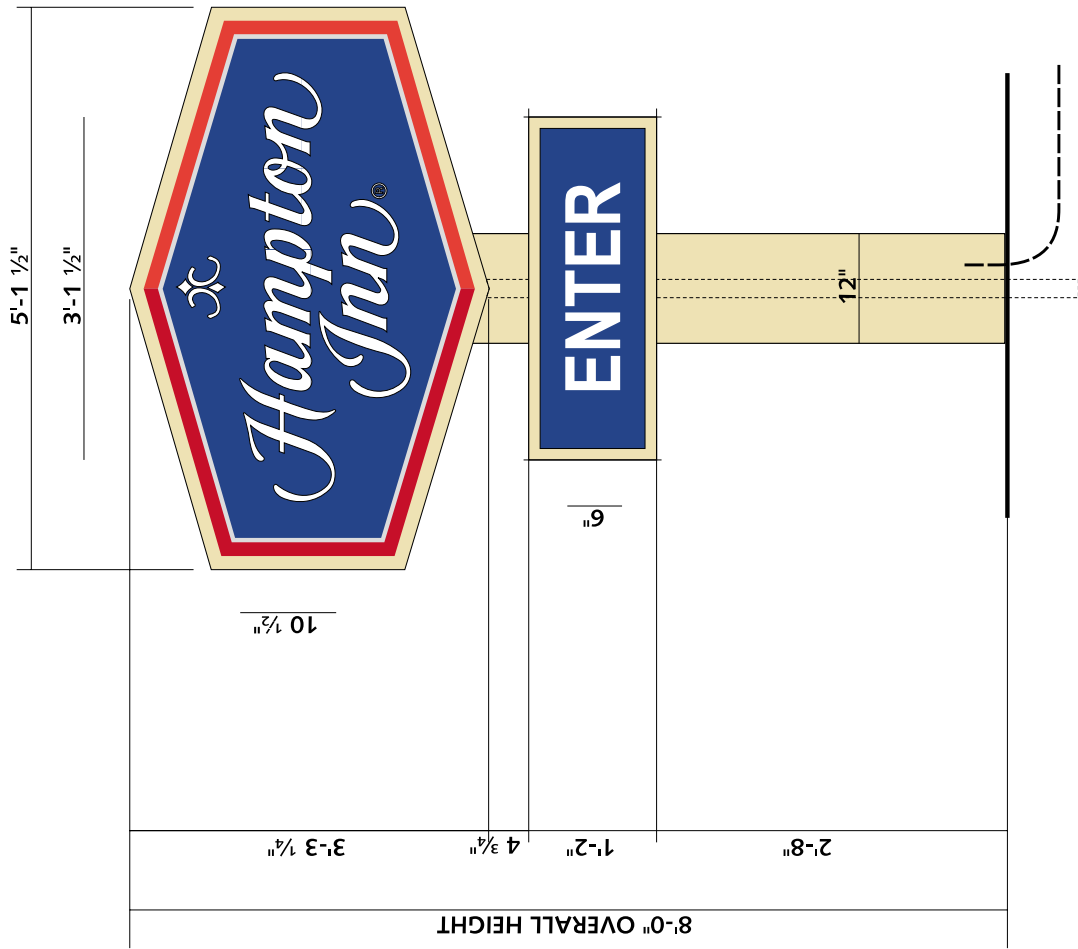
SUPPORT COVER: .063 ALUMINUM

.150" THK. WHITE LEXAN FACE with 1st SURFACE VINYL GRAPHICS.

INTERNALLY ILLUMINATED w/ 800mA DAYLIGHT FLUORESCENT LAMPS

UNDERGROUND ELECTRICAL PRIMARY SERVICE PROVIDED TO SIGN BY CUSTOMER'S ELECTRICIAN.

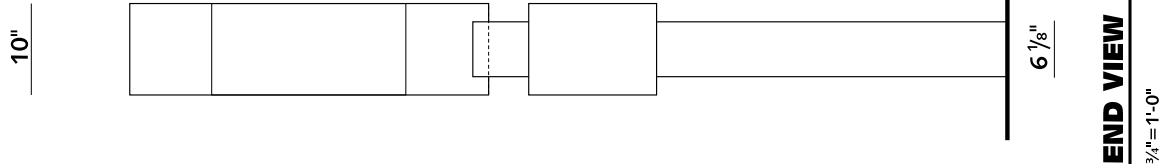
STEEL SIGN SUPPORT INSIDE BASE SET IN CONCRETE PIER TYPE FOUNDATION SIZES & DEPTH DETERMINED BY ENGINEERING & LOCAL CODES AND CONDITIONS



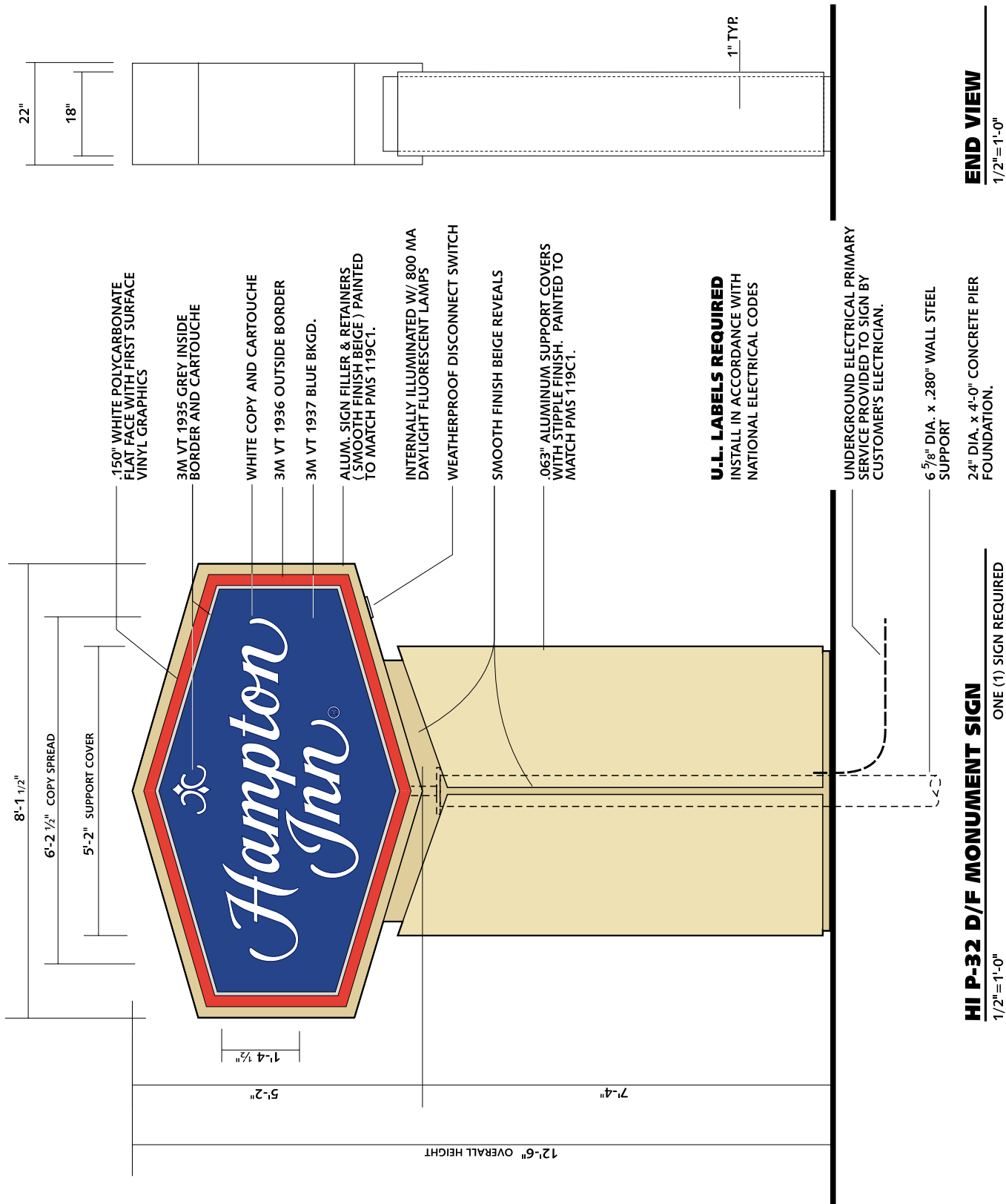
COLORS:
CABINET & RETAINERS: PAINT TO MATCH PMS 119CI BEIGE (SMOOTH FINISH)
SUPPORT COVER: PAINT TO MATCH PMS 119CI BEIGE (STIPPLE FINISH)
BACKGROUND: 3M VT 1937 BLUE
3/8" WIDE OUTER BORDER: 3M VT 1937 BLUE
COPY & CARTOUCHE: SHO-THRU
INNER 1/2" WIDE STRIPE: SHO-THRU

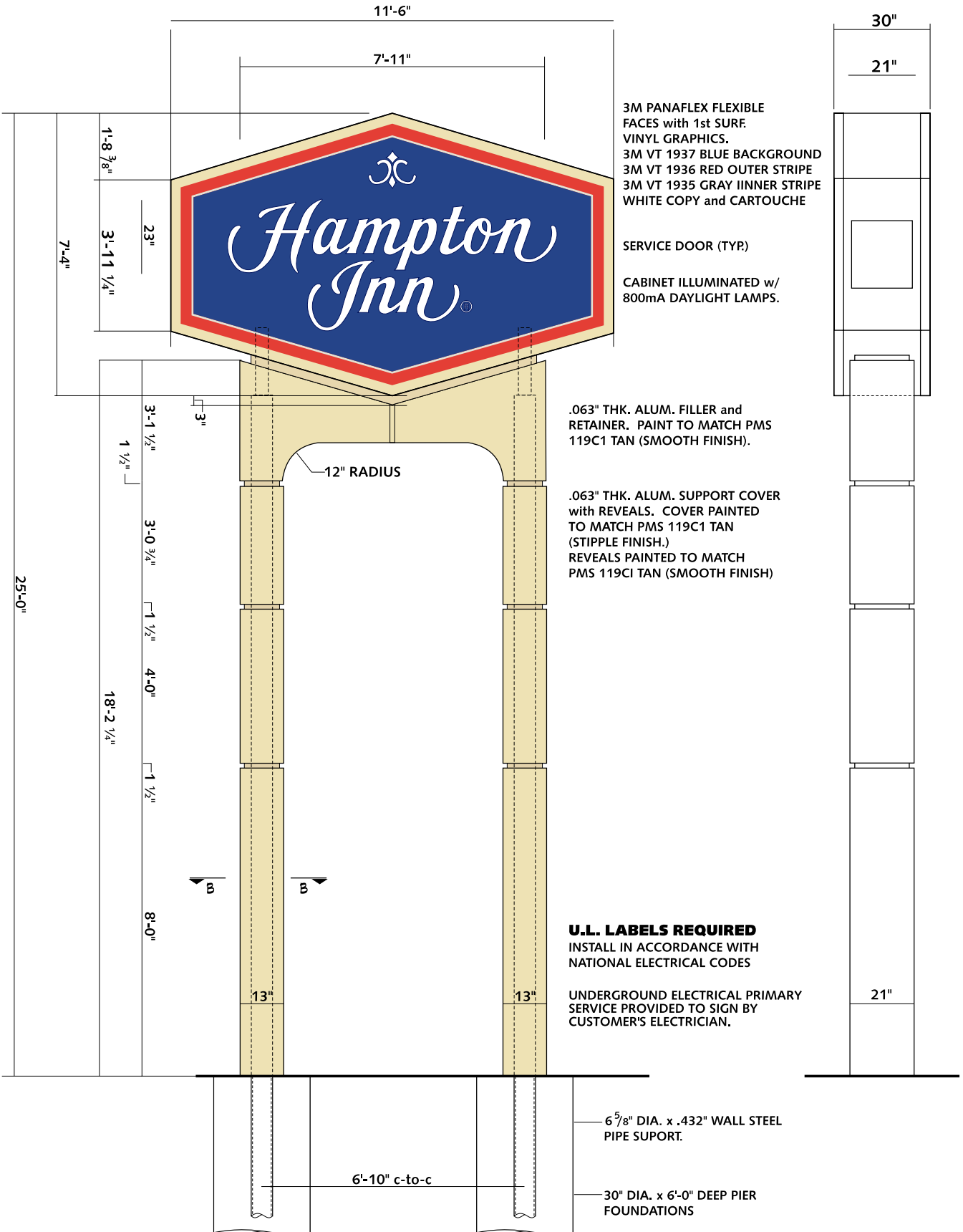
MATERIALS:
PRIMARY CABINET & RETAINERS:
.063 ALUM. ONE-PIECE 10" FILLER/ 2 1/2" RETAINERS.
1"x1"x.125" SQ. ALUM. TUBE FRAME.
SECONDARY CABINET & RETAINERS:
.063" ALUM. ONE PIECE 10" FILLER/ 1 1/4" RETAINERS.
1" x 1" x .125" SQ. ALUM. TUBE FRAME.
SUPPORT COVER: .063 ALUMINUM
.150" THK. WHITE LEXAN FACES with 1st SURFACE VINYL GRAPHICS.
INTERNALLY ILLUMINATED w/ 800mA DAYLIGHT FLUORESCENT LAMPS

UNDERGROUND ELECTRICAL PRIMARY SERVICE PROVIDED TO SIGN BY CUSTOMER'S ELECTRICIAN.
STEEL SIGN SUPPORT INSIDE BASE SET IN 18" DIA. x 3'-0" DEEP CONCRETE PIER FOUNDATION



HI P-16 D/F DIRECTIONAL SIGN
ONE (1) SIGN REQUIRED
3/4" = 1'-0"





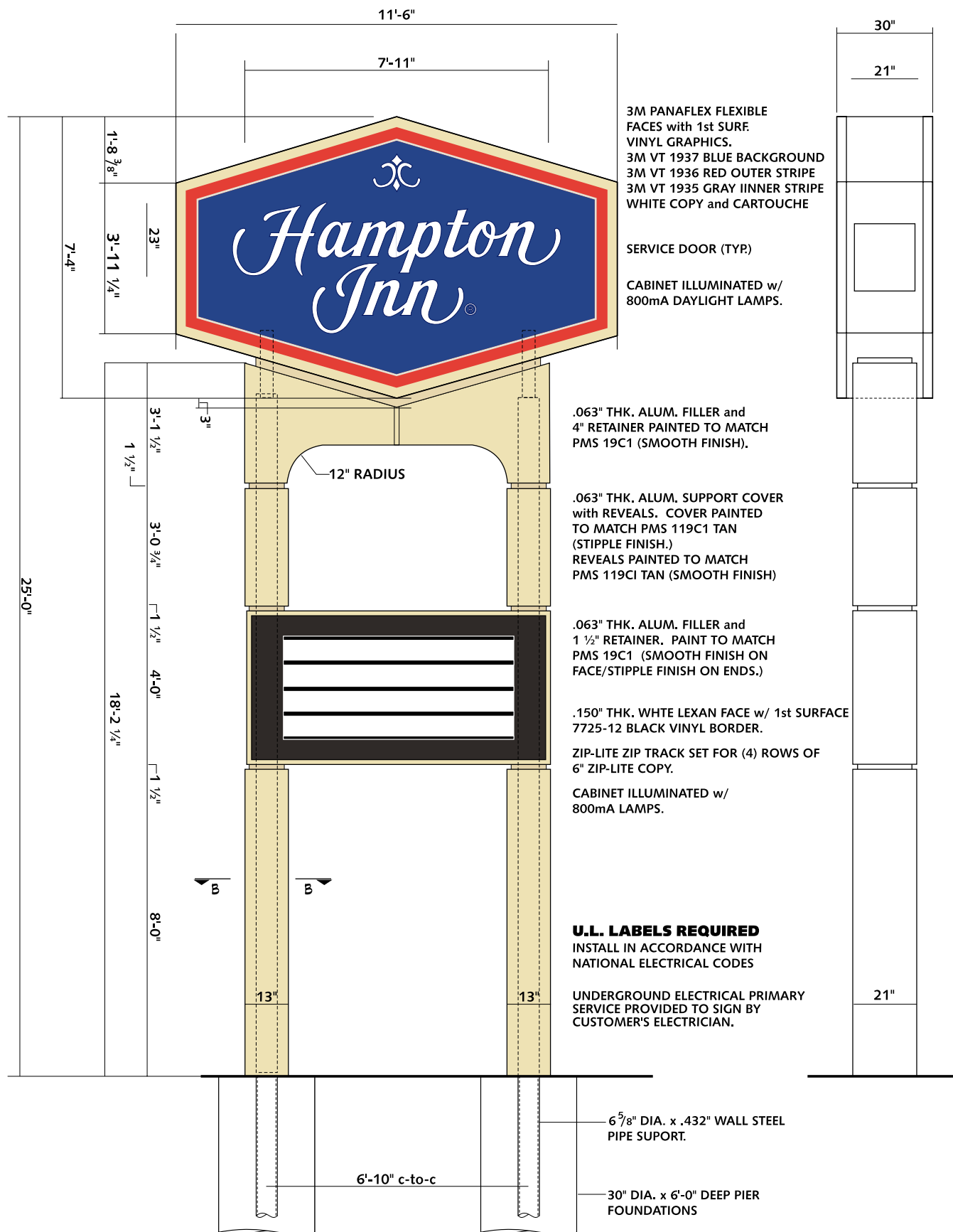
HI P-82 D/F PYLON SIGN

3/8"=1'-0"

ONE (1) SIGN REQUIRED

END VIEW

3/8"=1'-0"

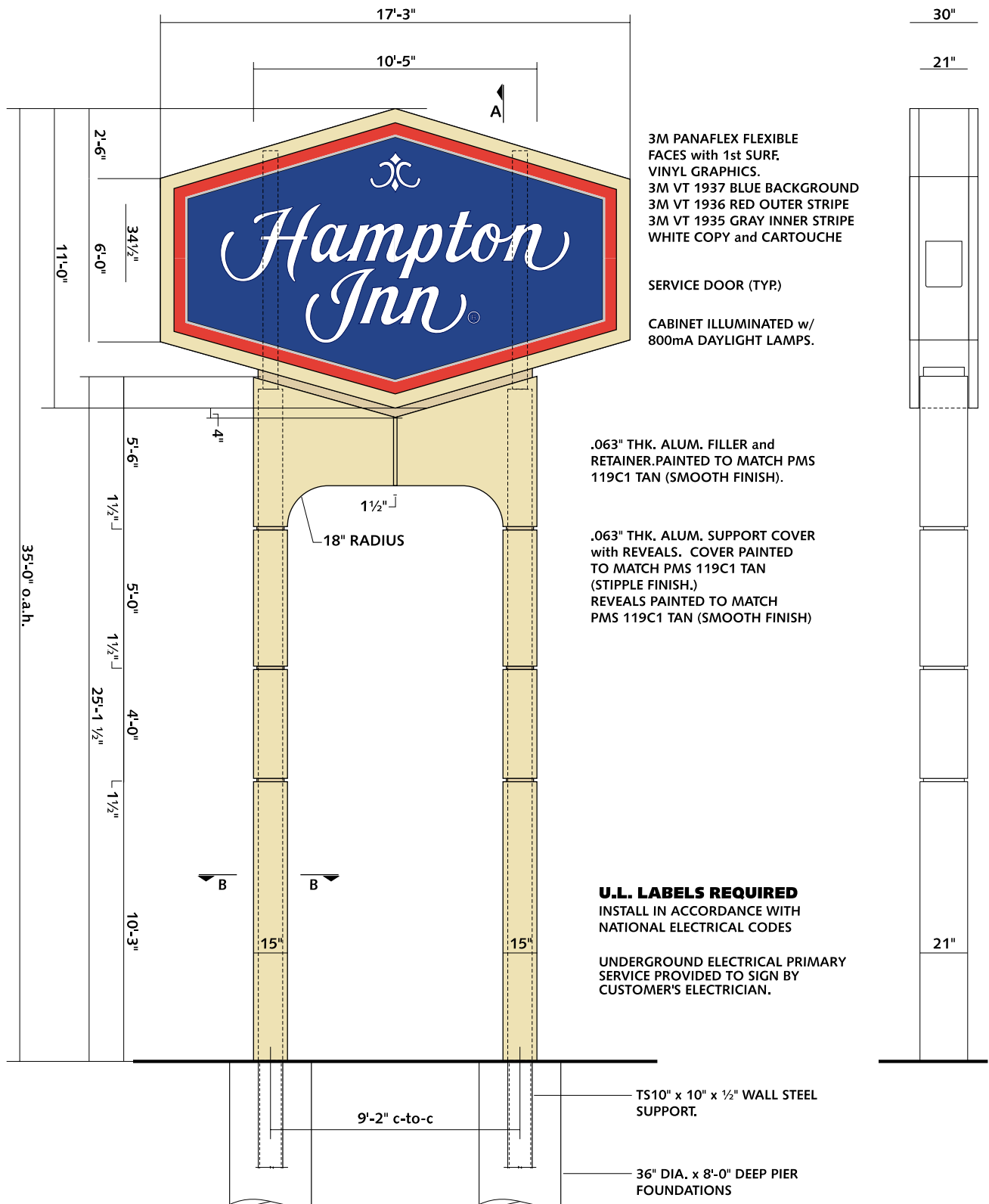
**HI P-82 D/F PYLON SIGN**

3/8"=1'-0"

ONE (1) SIGN REQUIRED

END VIEW

3/8"=1'-0"

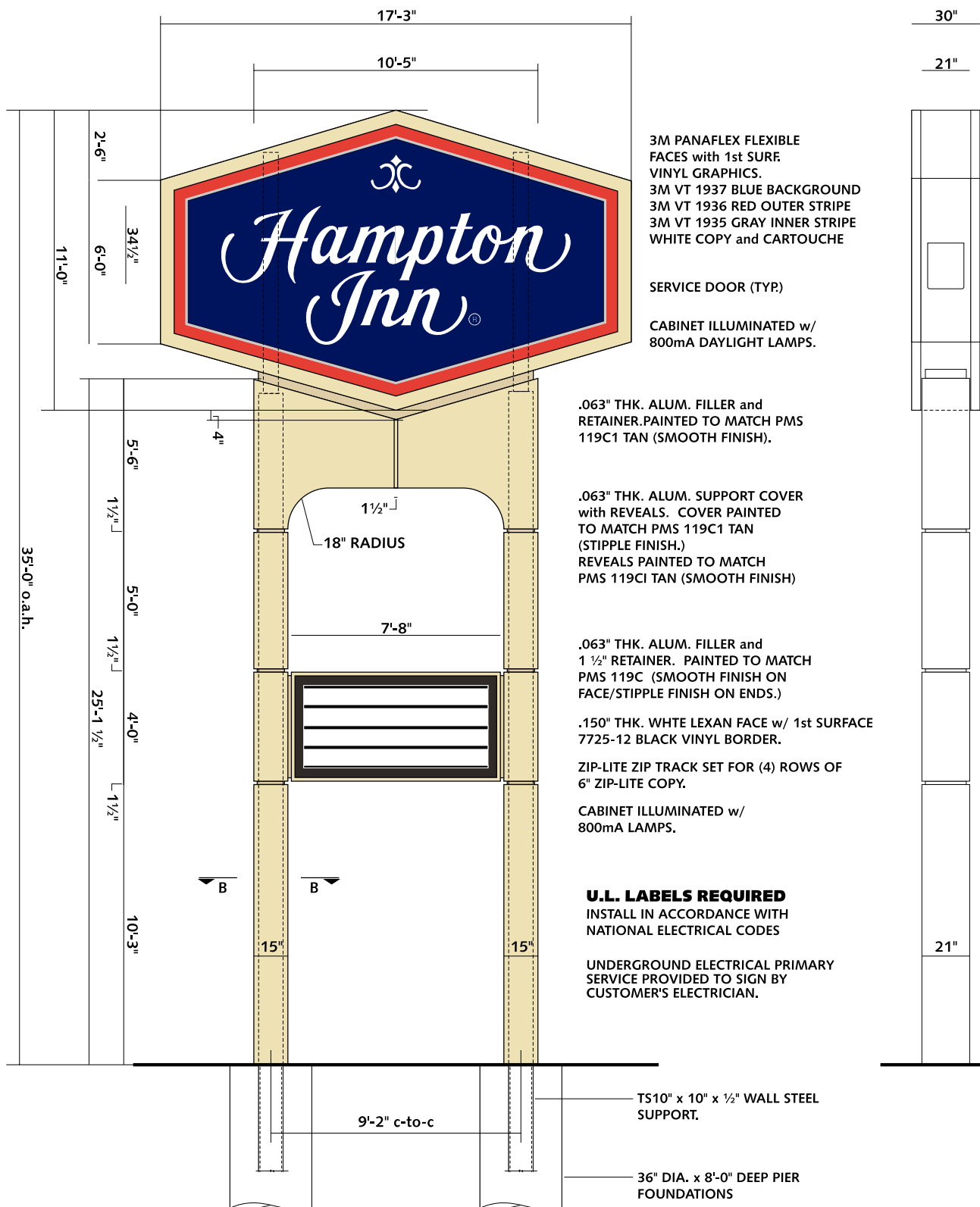
**HI P-182 D/F PYLON SIGN**

1/4"=1'-0"

ONE (1) SIGN REQUIRED

END VIEW

1/4"=1'-0"



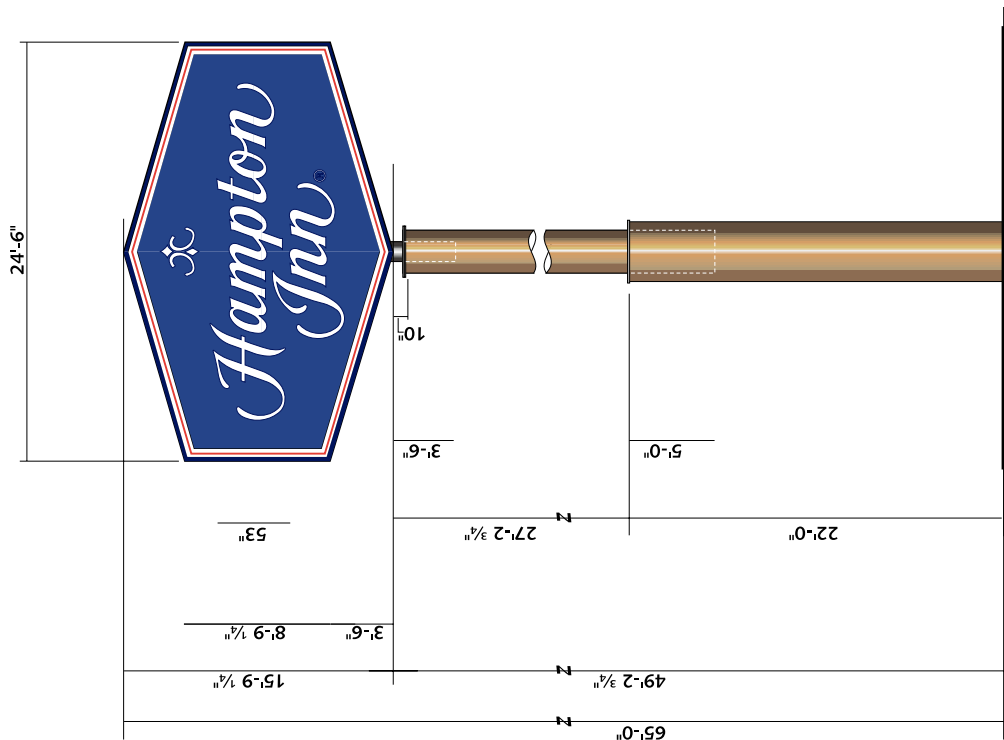
HI P-82 D/F PYLON SIGN

$$\frac{1}{4}'' = 1'-0''$$

ONE (1) SIGN REQUIRED

END VIEW

$$1\frac{1}{4}'' = 1' - 0''$$



HI P312 D/F PYLON CABINET
ONE (1) SIGN REQUIRED
1/8"=1'-0"

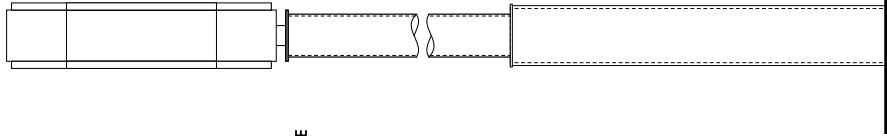
MATERIALS:
CABINET & FACE - FABRICATED .080 ALUMINUM
LETTERS - 4" .040 RETURNS, 1" WHITE JEWELITE,
.063 BACKS, .150 WHITE LEXAN FACES.
15mm 6500 WHITE NEON ILLUMINATION TO
TERMINATE INTO #200 GLASS HOUSING
BORDER NEON - 3 ROWS OF 15mm CLEAR RED
SKELETON NEON ILLUMINATION TO TERMINATE
INTO #200 GLASS HOUSINGS

COLORS:
FACE PANELS AND 36" DEEP FILLER - Hampton Inn BLUE
POLYURETHANE (to match VT1937 blue).
LETTERS - 5" RETURNS PAINTED WHITE, INSIDE AND
OUTSIDE; WHITE JEWELITE TRIMCAP; WHITE FACES;
WHITE NEON
5" DEEP BORDER CHANNEL - INSIDE PAINTED WHITE,
OUTSIDE PAINTED BLUE w/ CLEAR RED NEON.

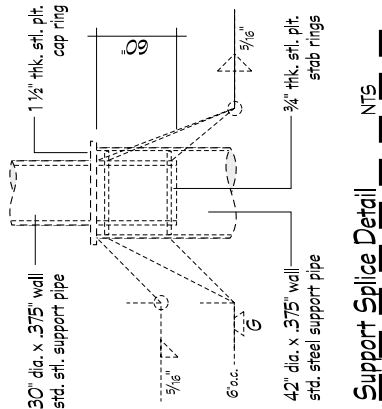
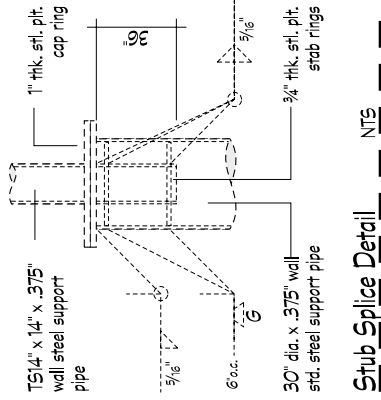
30" DIA. x .375" STD. STEEL PIPE SUPPORT -
PAINTED 313 DK. BRONZE
42" DIA. x .375" STD. STEEL PIPE SUPPORT -
PAINTED 313 DK. BRONZE
STEEL SIGN SUPPORT SET IN 60" DIA. x 18'-0"
DEEP CONCRETE PIER TYPE FOUNDATION.
SUPPORT STEEL and FOUNDATION
DESIGNED FOR 40 PSF WINDLOAD.

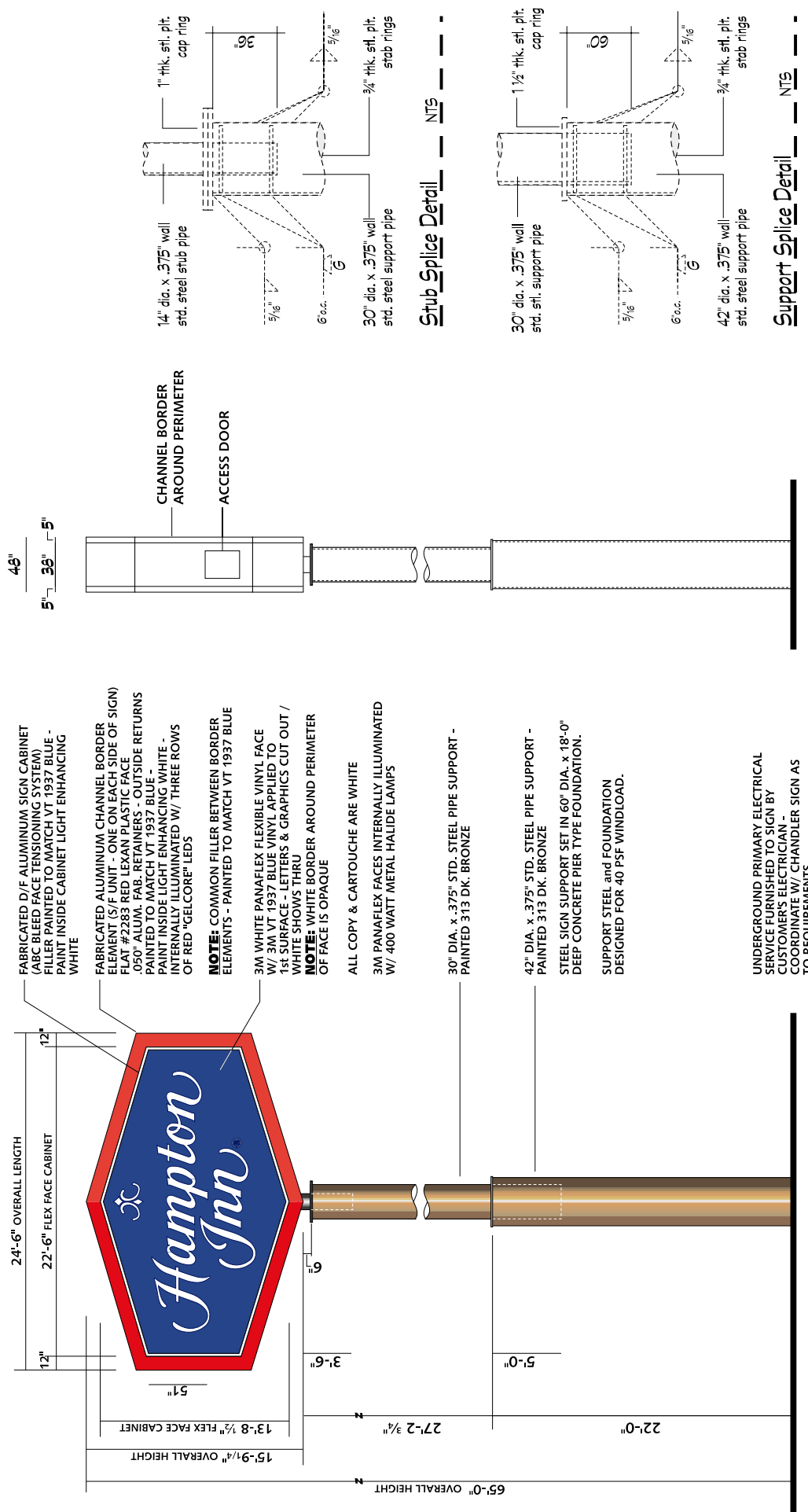
U.L. LABELS REQUIRED
INSTALL IN ACCORDANCE WITH
NATIONAL ELECTRICAL CODES
UNDERGROUND ELECTRICAL PRIMARY
SERVICE PROVIDED TO SIGN BY
CUSTOMER'S ELECTRICIAN.

46"
5'-11" 36" 5'-11"



END VIEW
1/8"=1'-0"



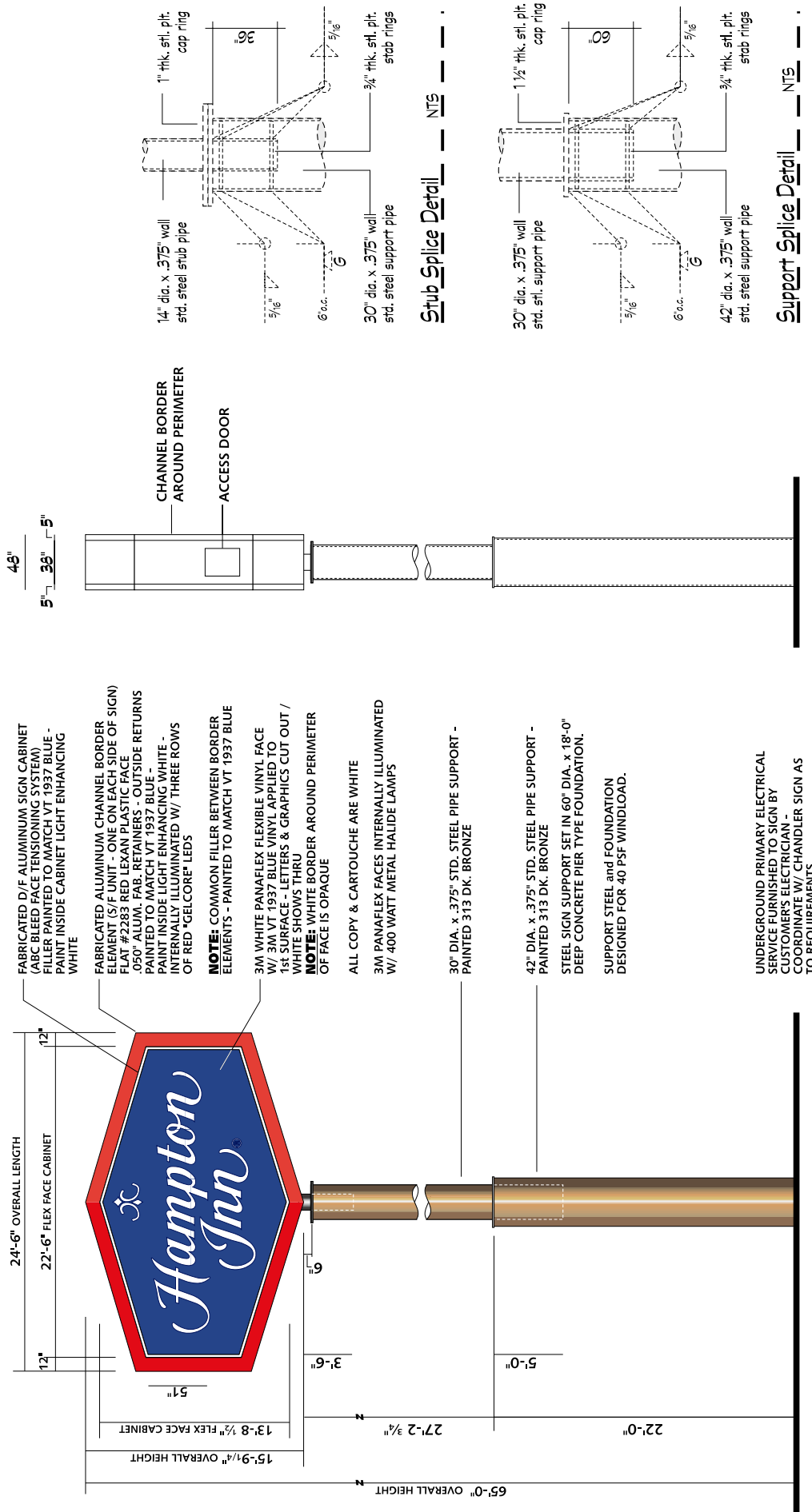


HI P312 D/F PYLON CABINET

ONE (1) SIGN REQUIRED

END VIEW

1/8"=1'-0"

**END VIEW**

1/8"=1'-0"

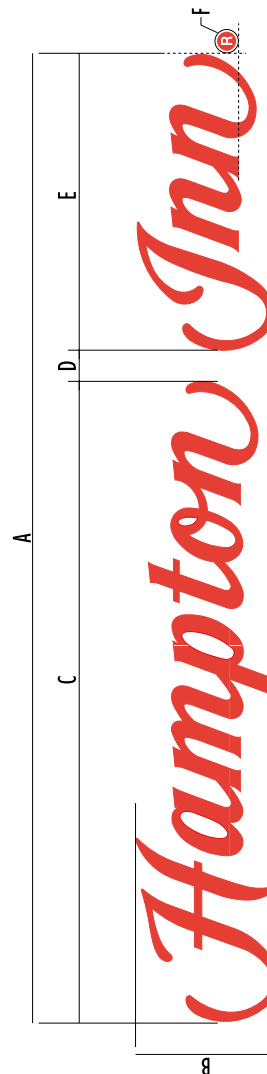
HI P312 D/F PYLON CABINETONE (1) SIGN REQUIRED
1/8"=1'-0"



STACKED F.C.O. BUILDING LETTERS

NTS

1/4" thk. aluminum f.c.o. letters. Paint to match PMS 1945C red.
Stud mount off wall 1" with .187" dia. all-thread studs.

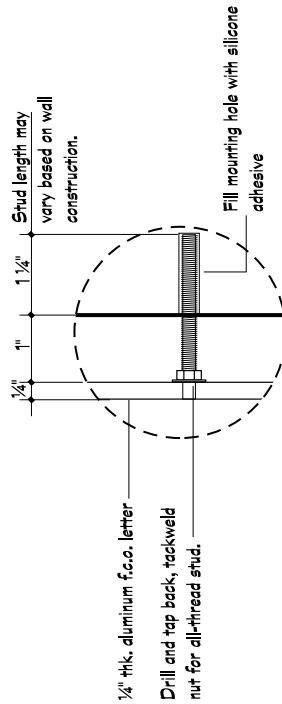


LINEAR F.C.O. BUILDING LETTERS

NTS

1/4" thk. aluminum f.c.o. letters. Paint to match PMS 1945C red.
Stud mount off wall 1" with .187" dia. all-thread studs.

SIGN NUMBER	A	B	C	D	E	F	AREA (SQ. FT.)
HI BL12 PLT S	1'-9 3/4"	12"	4'-6"	1'-2 1/2"	2'-1"	2"	8.15
HI BL18 PLT S	2'-9"	18"	6'-9 3/4"	1'-10 3/4"	3'-1 3/4"	3"	16.73
HI BL24 PLT S	3'-7 1/2"	24"	9'-0"	2'-6 1/4"	4'-1 3/4"	4"	32.62
HI BL36 PLT S	5'-6"	36"	13'-7 1/2"	3'-8"	6'-3 1/4"	6"	74.93



TYPICAL LETTER DETAIL

6" = 1'-0"

SIGN NUMBER	A	B	C	D	E	F	AREA (SQ. FT.)
HI BL12 PLT L	6'-9 1/2"	12"	4'-6"	2 1/2"	2'-1"	2"	6.79
HI BL18 PLT L	10'-3 1/2"	18"	6'-9 3/4"	4"	3'-1 3/4"	3"	15.43
HI BL24 PLT L	13'-7"	24"	9'-0"	5 1/2"	4'-1 3/4"	4"	27.16
HI BL36 PLT L	20'-7"	36"	13'-7 1/2"	8"	6'-3 1/4"	6"	61.75

LIGHT COLORED BUILDING

8" DEEP SELF CONTAINED CHANNEL LETTERS. *
.050" THK. ALUM. RETURNS WITH .030" THK. ALUM.
CAD CUT BACKS. RETURNS PAINTED 313 DK. BRONZE.
.15" THK. #2233 RED LEXAN FACES.
1" DK. BRONZE TRIMCAP RETAINER.
CLEAR RED NEON ILLUMINATION OR
GELCORE TETRA RED/RED L.E.D. (5 PER FOOT).
30mA FRANCE PBKM TRANSFORMERS IN NEON
ILLUMINATED LETTERS.



1" DEEP .063" THK. ALUM. PAN
DISC. W/ 313 DK. BRONZE FACE
and RETURNS. BORDER and "R" TO
BE 3630-53 CARDINAL RED VINYL.
CLIP MOUNT FLUSH TO WALL.

TRADEMARK DETAIL

NTS

SIGN NUMBER	A	B	C	D	E	F	AREA (SQ. FT.)	TOTAL AMPS	
								NEON/L.E.D.	CIRCUITS REQ'D.
HI BL245	3'-7 1/2"	24"	8'-9 1/2"	1'-10 3/4"	4'-1 3/4"	4"	32.62	2.5 / 0.34	(1) 20A / (1) 20A
HI BL305	4'-7"	30"	10'-1 1/2"	3'-0 1/2"	5'-2 3/4"	5"	52.03	2.5 / 0.44	(1) 20A / (1) 20A
HI BL365	5'-6"	36"	13'-1"	3'-3"	6'-3 1/2"	6"	74.93	12.23 / 0.53	(1) 20A / (1) 20A
HI BL485	7'-3 3/4"	48"	17'-5"	4'-10 1/2"	8'-4 1/2"	7"	132.53	15.71 / 1.07	(1) 20A / (1) 20A
HI BL605	9'-1 1/2"	60"	21'-9 1/2"	6'-1"	10'-5 1/4"	9 1/2"	206.45	18.4 / 1.5	(2) 20A / (1) 20A

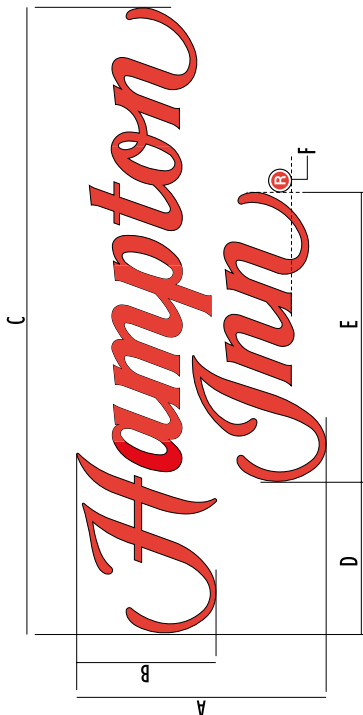
*
*

STACKED BUILDING LETTERS

NTS

SEE FOLLOWING SHEETS FOR TYPICAL NEON and L.E.D. LAYOUTS

* LETTERS 30" TALL and SMALLER WILL BE ONLY 5" DEEP and POWERED
w/ VENTEX ELECTRONIC TRANSFORMERS.



DARK COLORED BUILDING

8" DEEP SELF CONTAINED CHANNEL LETTERS. *
.050" THK. ALUM. RETURNS WITH .030" THK. ALUM.
CAD CUT BACKS. RETURNS PTD. TO MATCH PMS 119C1.
.15" THK. #7328 WHITE LEXAN FACES with 2nd SURFACE
3M 3630-73 CARDINAL RED VINYL APPLIED.
1" TRIMCAP RETAINER PTD. TO MATCH RETURNS.
CLEAR RED NEON ILLUMINATION OR
GELCORE TETRA RED/RED L.E.D. (5 PER FOOT).
30mA FRANCE PBKM TRANSFORMERS IN NEON
ILLUMINATED LETTERS.



1" DEEP .063" THK. ALUM. PAN
DISC. W/ PMS 119C1 TAN FACE
and RETURNS. BORDER and "R" TO
BE 3630-53 CARDINAL RED VINYL.
CLIP MOUNT FLUSH TO WALL.

TRADEMARK DETAIL

NTS

SIGN NUMBER	A	B	C	D	E	F	AREA (SQ. FT.)	TOTAL AMPS	
								NEON/L.E.D.	CIRCUITS REQ'D.
HI BL245	3'-7 1/2"	24"	8'-9 1/2"	1'-10 3/4"	4'-1 3/4"	4"	32.62	2.5 / 0.34	(1) 20A / (1) 20A
HI BL305	4'-7"	30"	10'-1 1/2"	3'-0 1/2"	5'-2 3/4"	5"	52.03	2.5 / 0.44	(1) 20A / (1) 20A
HI BL365	5'-6"	36"	13'-1"	3'-3"	6'-3 1/2"	6"	74.93	12.23 / 0.53	(1) 20A / (1) 20A
HI BL485	7'-3 3/4"	48"	17'-5"	4'-10 1/2"	8'-4 1/2"	7"	132.53	15.71 / 1.07	(1) 20A / (1) 20A
HI BL605	9'-1 1/2"	60"	21'-9 1/2"	6'-1"	10'-5 1/4"	9 1/2"	206.45	18.4 / 1.5	(2) 20A / (1) 20A

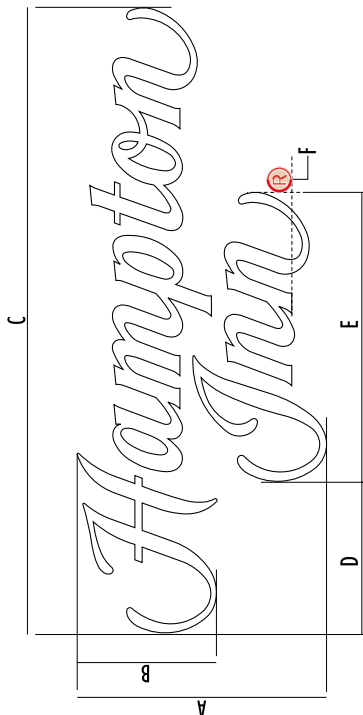
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*

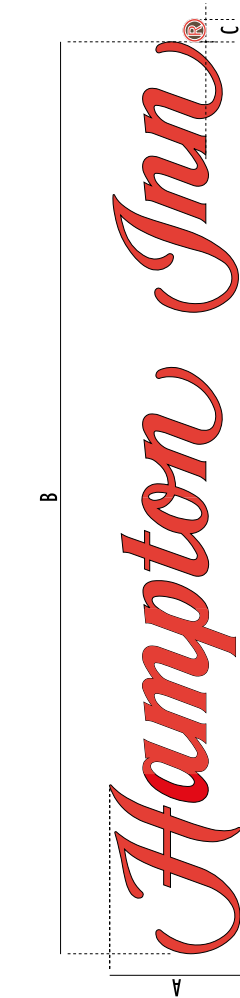
STACKED BUILDING LETTERS

NTS

SEE FOLLOWING SHEETS FOR TYPICAL NEON and L.E.D. LAYOUTS

* LETTERS 30" TALL and SMALLER WILL BE ONLY 5" DEEP and POWERED
w/ VENTEX ELECTRONIC TRANSFORMERS.





LINEAR BUILDING LETTERS NTS
SEE FOLLOWING SHEETS FOR TYPICAL NEON and L.E.D. LAYOUTS
* LETTERS 30" TALL and SMALLER WILL BE ONLY 5" DEEP and POWERED w/ VENTEX ELECTRONIC TRANSFORMERS.

LIGHT COLORED BUILDING

8" DEEP SELF CONTAINED CHANNEL LETTERS. *
.050" THK. ALUM. RETURNS with .080" THK. ALUM.
CAD CUT BACKS. RETURNS PAINTED 313 DK. BRONZE.
.167 THK. #2283 RED LEXAN FACES.
1" DK. BRONZE TRIMCAP RETAINER.
CLEAR RED NEON ILLUMINATION OR
GELCORE TETRA RED/RED L.E.D. (5 PER FOOT).
30mA FRANCE PBKM TRANSFORMERS IN NEON
ILLUMINATED LETTERS.

1" DEEP .063" THK. ALUM. PAN
DISC. w/ 313 DK. BRONZE FACE
and RETURNS. BORDER and "R" TO
BE 3630-53 CARDINAL RED VINYL.
CLIP MOUNT FLUSH TO WALL.



TRADEMARK DETAIL NTS

SIGN NUMBER	A	B	C	AREA (SQ. FT.)	TOTAL AMPS		CIRCUITS REQD.	
					NEON/L.E.D.	NEON/L.E.D.	NEON/L.E.D.	NEON/L.E.D.
HI BL24L	24"	13'-7"	4"	27.16	2.5 / 0.34	(1) 20A / (1) 20A	(1) 20A / (1) 20A	(1) 20A / (1) 20A
HI BL30L	30"	16'-11 1/4"	5"	42.34	2.5 / 0.44	(1) 20A / (1) 20A	(1) 20A / (1) 20A	(1) 20A / (1) 20A
HI BL36L	36"	20'-11"	6"	62.75	12.23 / 0.56	(1) 20A / (1) 20A	(1) 20A / (1) 20A	(1) 20A / (1) 20A
HI BL48L	48"	27'-11"	7"	111.66	15.71 / 1.07	(1) 20A / (1) 20A	(1) 20A / (1) 20A	(1) 20A / (1) 20A
HI BL60L	60"	34'-9"	9 1/2"	173.75	15.4 / 1.5	(2) 20A / (1) 20A	(2) 20A / (1) 20A	(2) 20A / (1) 20A

DARK COLORED BUILDING

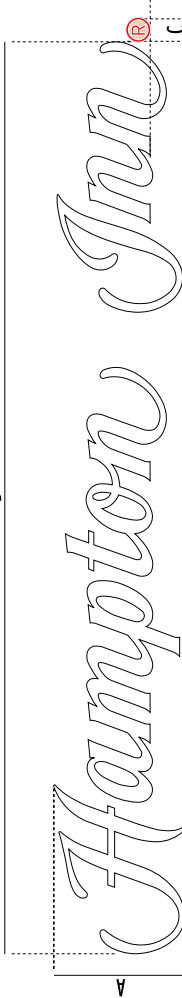
8" DEEP SELF CONTAINED CHANNEL LETTERS. *
.050" THK. ALUM. RETURNS with .080" THK. ALUM.
CAD CUT BACKS. RETURNS PTD. TO MATCH PMS 119C1.
.167 THK. #7326 WHITE LEXAN FACES with 2nd SURFACE
3M 3630-73 CARDINAL RED VINYL APPLIED.
1" TRIMCAP RETAINER PTD. TO MATCH RETURNS.
CLEAR RED NEON ILLUMINATION OR
GELCORE TETRA RED/RED L.E.D. (5 PER FOOT).
30mA FRANCE PBKM TRANSFORMERS IN NEON
ILLUMINATED LETTERS.

1" DEEP .063" THK. ALUM. PAN
DISC. w/ PMS 119C1 TAN FACE
and RETURNS. BORDER and "R" TO
BE 3630-53 CARDINAL RED VINYL.
CLIP MOUNT FLUSH TO WALL.

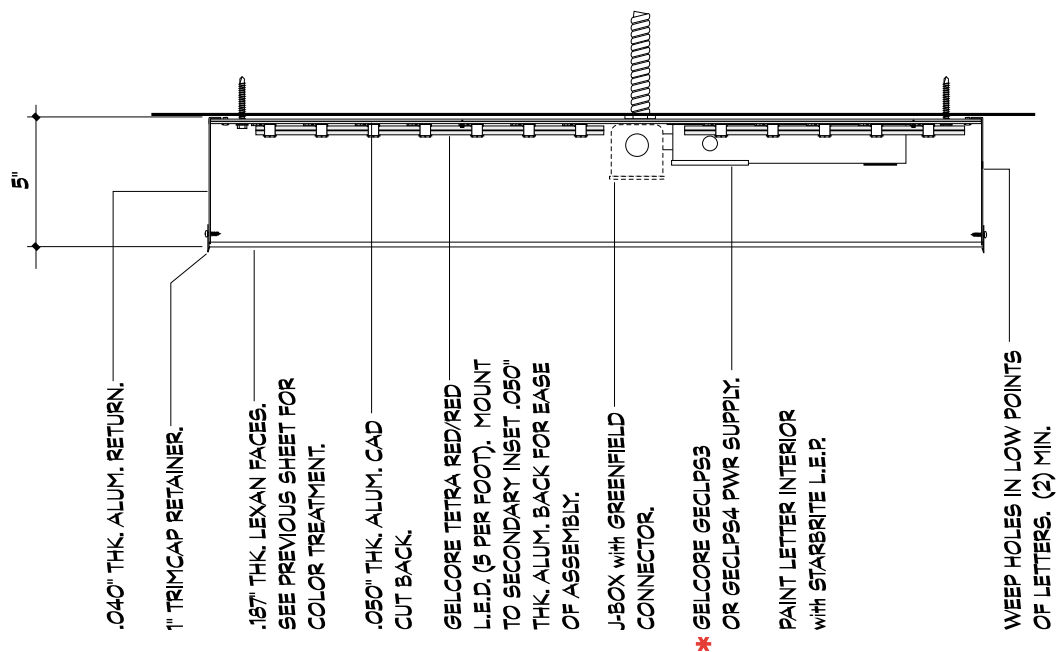


TRADEMARK DETAIL NTS

SIGN NUMBER	A	B	C	AREA (SQ. FT.)	TOTAL AMPS		CIRCUITS REQD.	
					NEON/L.E.D.	NEON/L.E.D.	NEON/L.E.D.	NEON/L.E.D.
HI BL24L	24"	13'-7"	4"	27.16	2.5 / 0.34	(1) 20A / (1) 20A	(1) 20A / (1) 20A	(1) 20A / (1) 20A
HI BL30L	30"	16'-11 1/4"	5"	42.34	2.5 / 0.44	(1) 20A / (1) 20A	(1) 20A / (1) 20A	(1) 20A / (1) 20A
HI BL36L	36"	20'-11"	6"	62.75	12.23 / 0.56	(1) 20A / (1) 20A	(1) 20A / (1) 20A	(1) 20A / (1) 20A
HI BL48L	48"	27'-11"	7"	111.66	15.71 / 1.07	(1) 20A / (1) 20A	(1) 20A / (1) 20A	(1) 20A / (1) 20A
HI BL60L	60"	34'-9"	9 1/2"	173.75	15.4 / 1.5	(2) 20A / (1) 20A	(2) 20A / (1) 20A	(2) 20A / (1) 20A



LINEAR BUILDING LETTERS NTS
SEE FOLLOWING SHEETS FOR TYPICAL NEON and L.E.D. LAYOUTS
* LETTERS 30" TALL and SMALLER WILL BE ONLY 5" DEEP and POWERED w/ VENTEX ELECTRONIC TRANSFORMERS.

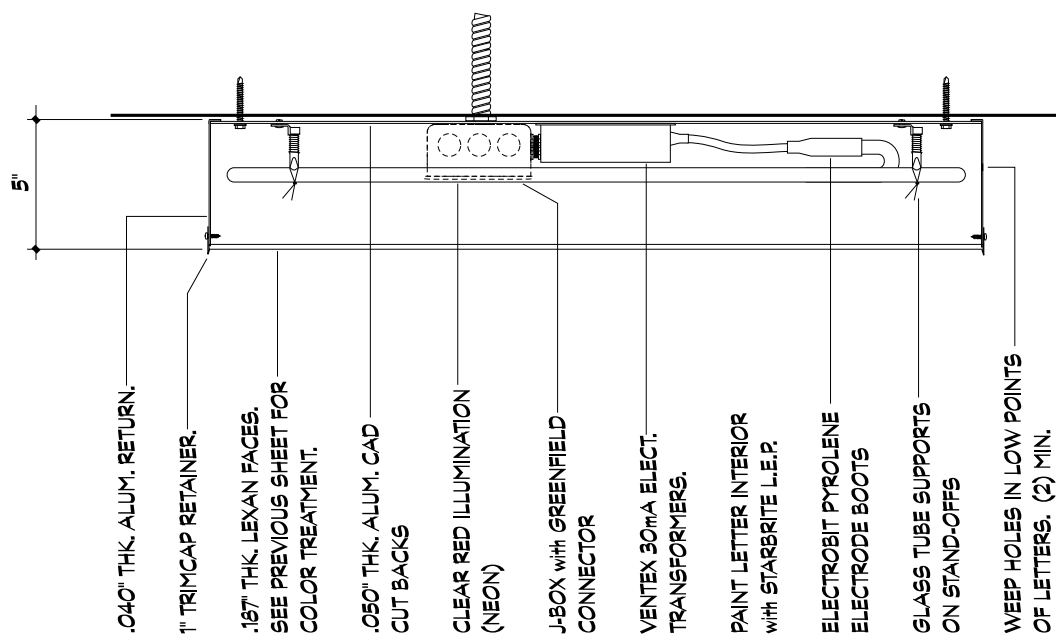


L.E.D. LETTER SECTION

2" = 1'-0"

30" TALL LETTERS (AS SHOWN)

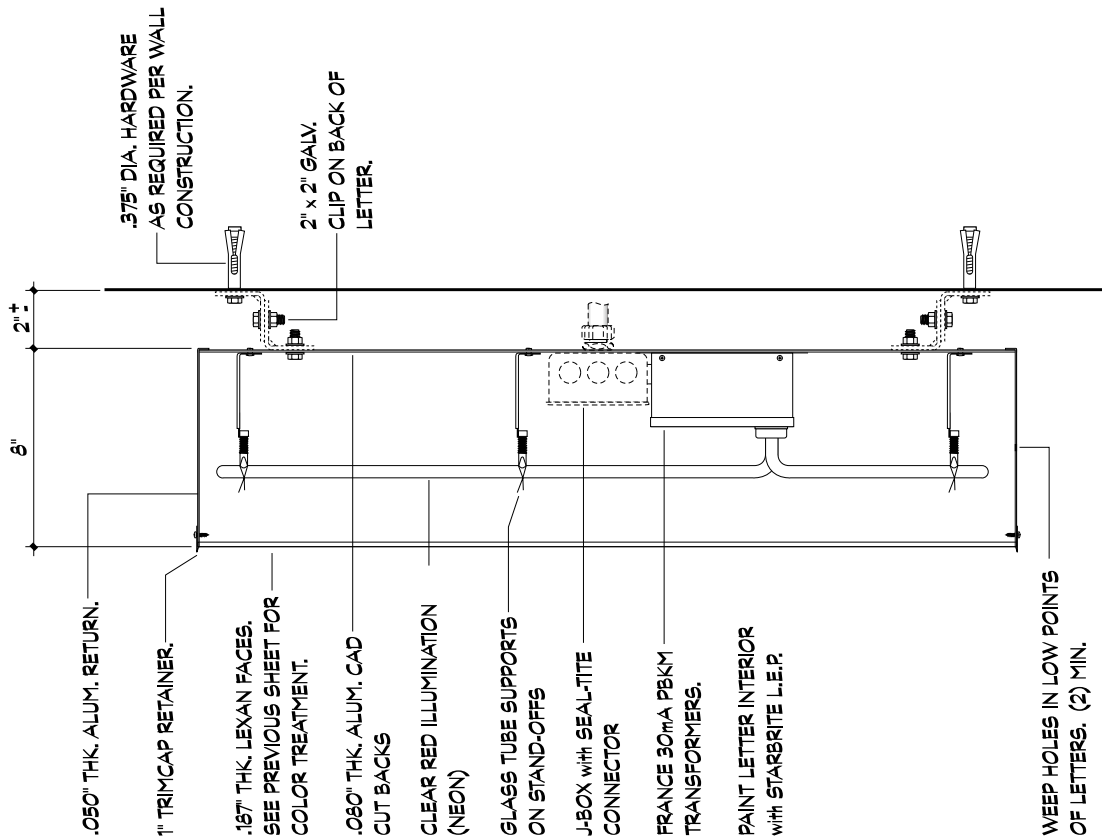
* 24" TALL LETTERS (REMOTE ONLY DUE TO SIZE OF POWER SUPPLY)



NEON LETTER SECTION

2" = 1'-0"

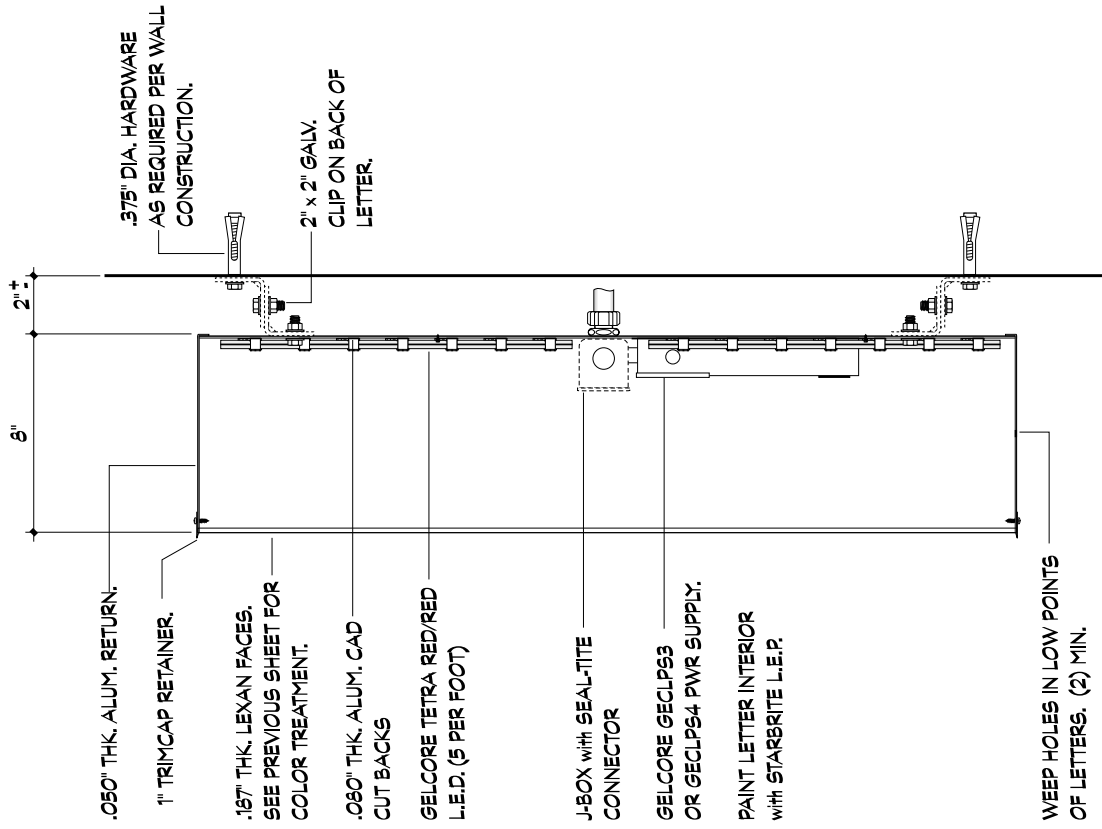
30" TALL LETTERS and SMALLER



NEON LETTER SECTION

36" TALL LETTERS and LARGER

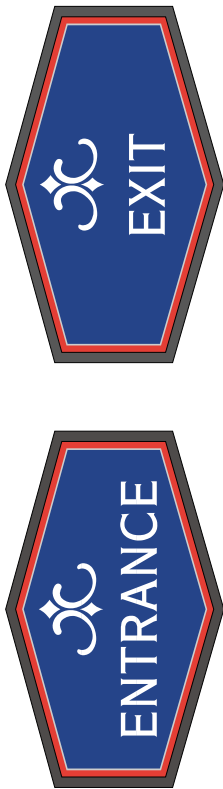
2" = 1'-0"



L.E.D. LETTER SECTION

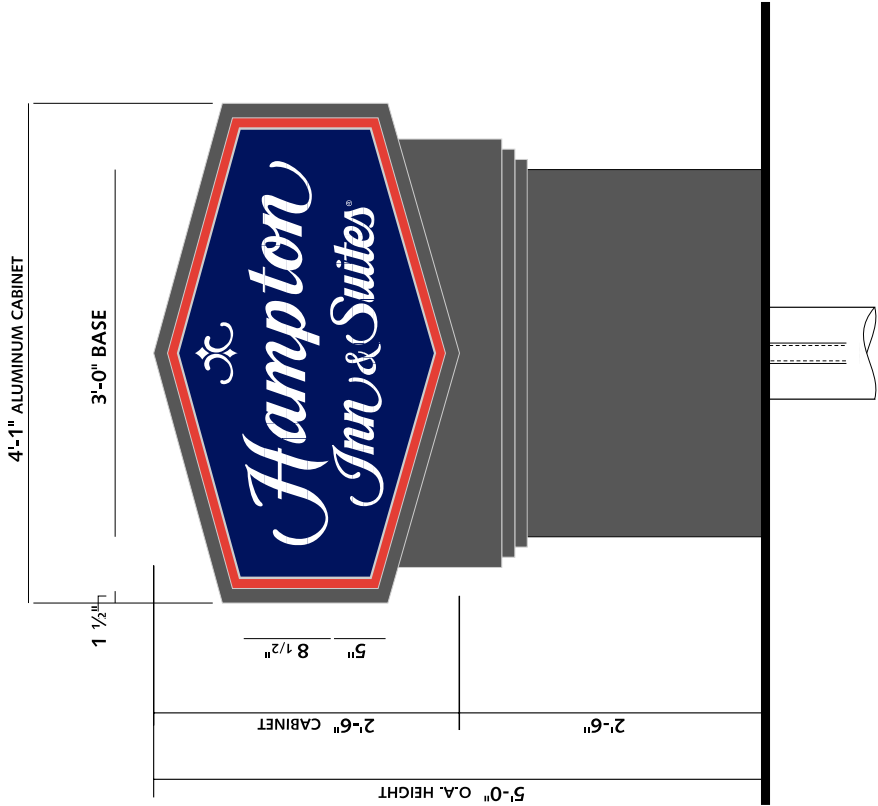
36" TALL LETTERS and LARGER

2" = 1'-0"



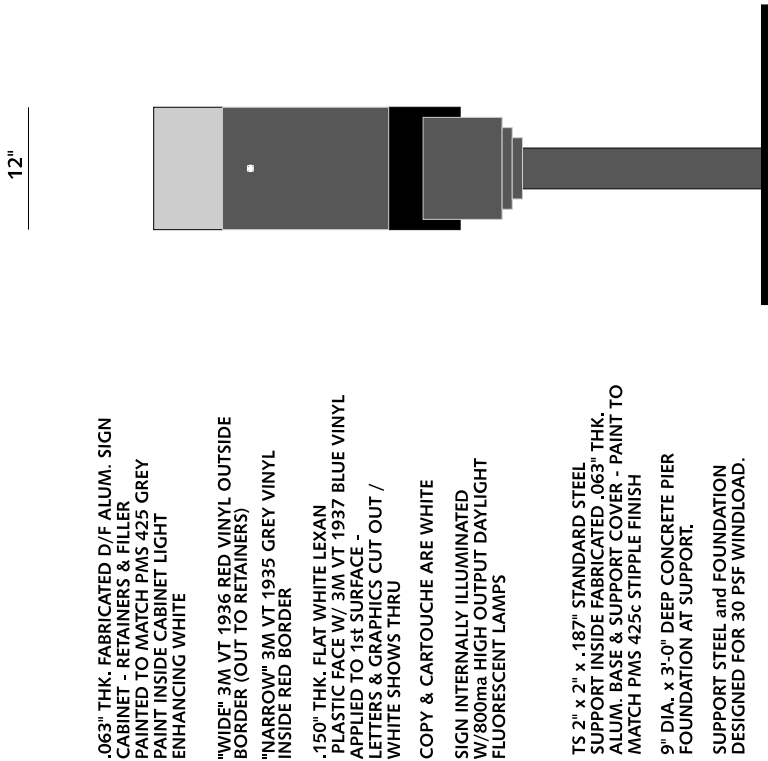
ALTERNATE FACE LAYOUTS FOR HIS-10D SIGN

NO SCALE



HIS-10 DIRECTIONAL SIGN

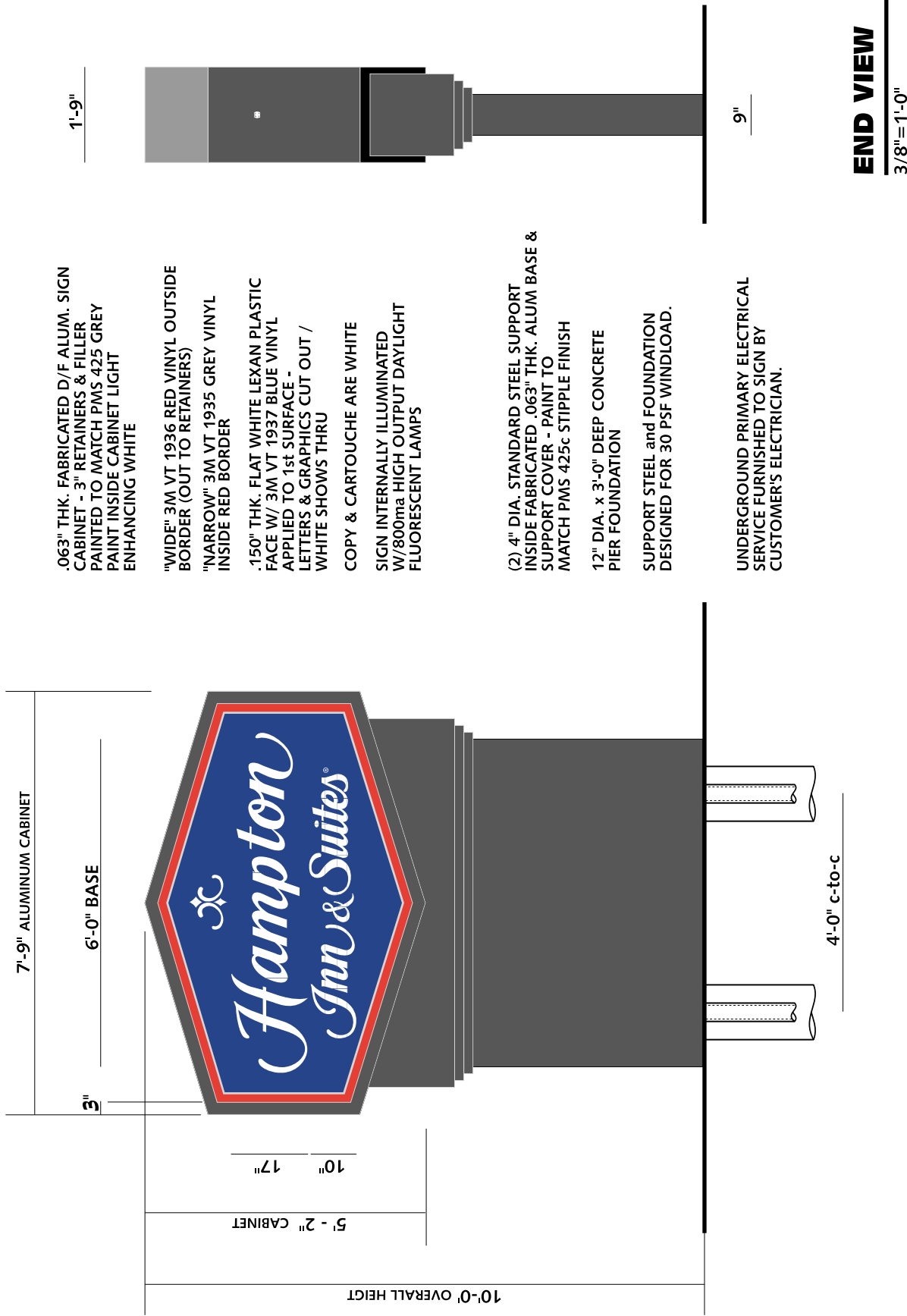
3/4" = 1'-0"

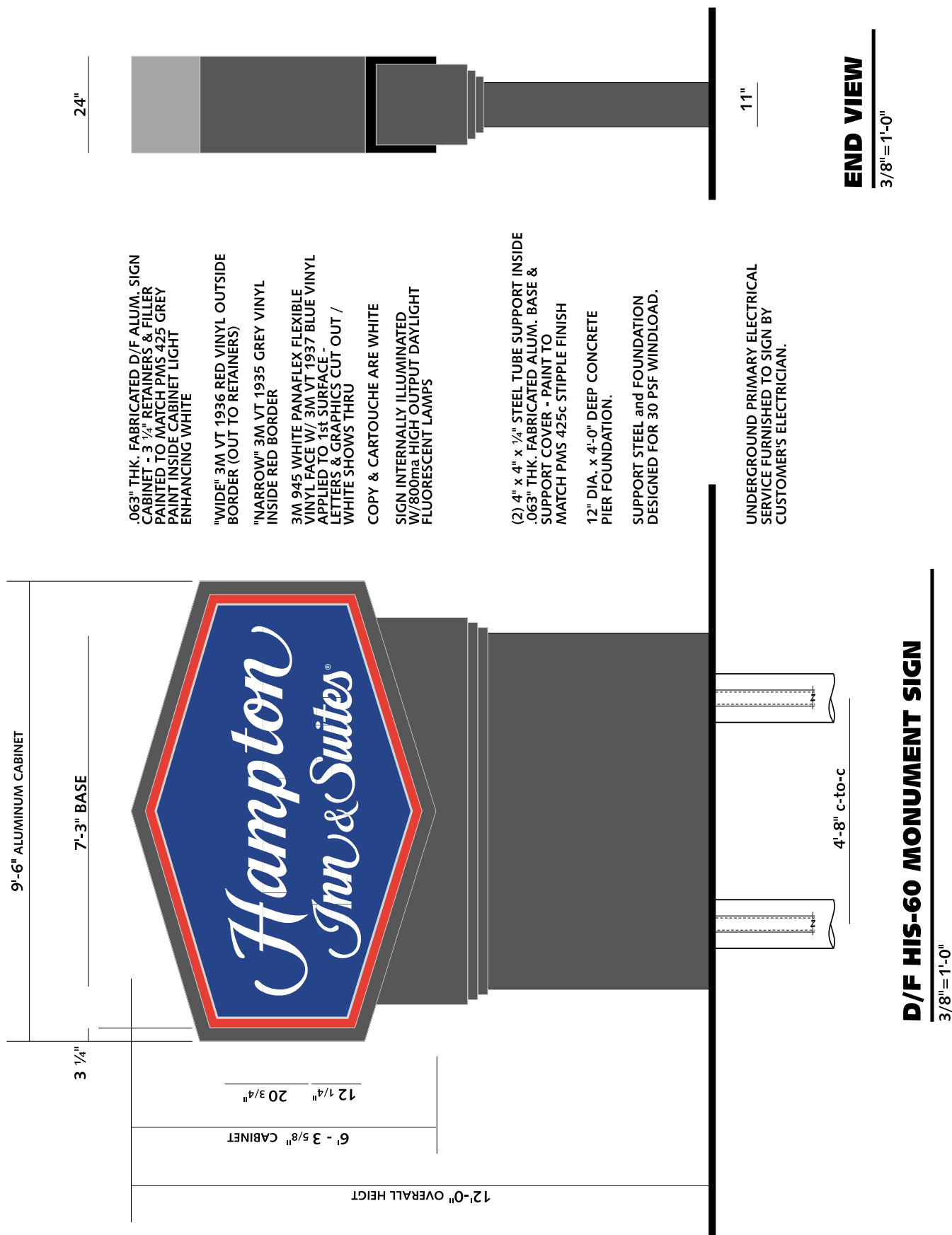


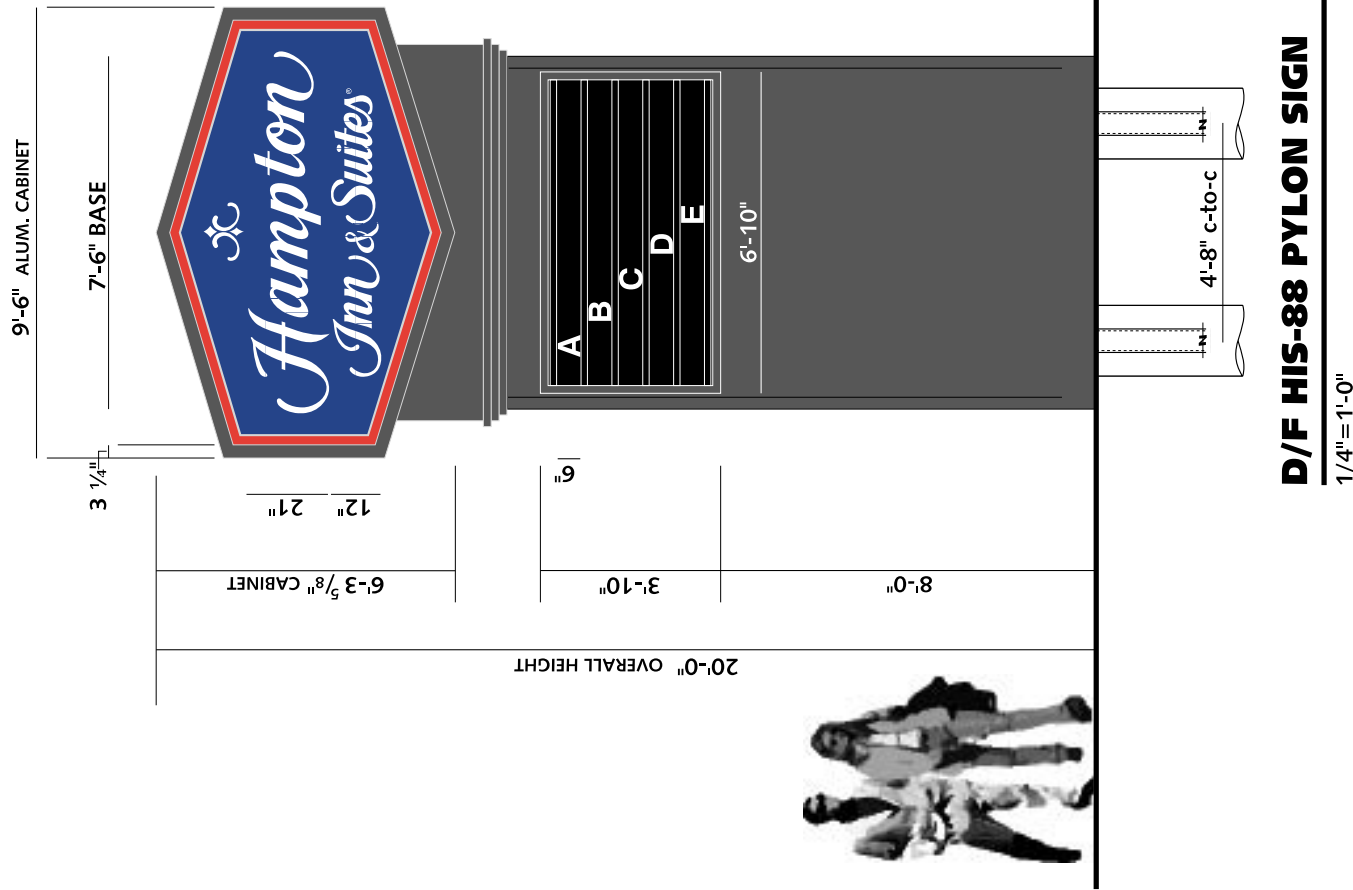
END VIEW

3/4" = 1'-0"

- .063" THK. FABRICATED D/F ALUM. SIGN CABINET - RETAINERS & FILLER PAINTED TO MATCH PMS 425 GREY PAINT INSIDE CABINET LIGHT ENHANCING WHITE
- "WIDE" 3M VT 1936 RED VINYL OUTSIDE BORDER (OUT TO RETAINERS)
- "NARROW" 3M VT 1935 GREY VINYL INSIDE RED BORDER
- .150" THK. FLAT WHITE LEXAN PLASTIC FACE W/ 3M VT 1937 BLUE VINYL APPLIED TO 1st SURFACE - LETTERS & GRAPHICS CUT OUT / WHITE SHOWS THRU
- COPY & CARTOUCHE ARE WHITE
- SIGN INTERNALLY ILLUMINATED W/800ma HIGH OUTPUT DAYLIGHT FLUORESCENT LAMPS
- TS 2" x 2" x .187" STANDARD STEEL SUPPORT INSIDE FABRICATED .063" THK. ALUM. BASE & SUPPORT COVER - PAINT TO MATCH PMS 425c STIPPLE FINISH
- 9" DIA. x 3'-0" DEEP CONCRETE PIER FOUNDATION AT SUPPORT.
- SUPPORT STEEL and FOUNDATION DESIGNED FOR 30 PSF WINDLOAD.
- UNDERGROUND PRIMARY ELECTRICAL SERVICE FURNISHED TO SIGN BY CUSTOMER'S ELECTRICIAN.







.063" THK. FABRICATED D/F ALUM. SIGN CABINET - 3 1/4" RETAINERS & FILLER PAINTED TO MATCH PMS 425 GREY PAINT INSIDE CABINET LIGHT ENHANCING WHITE

"WIDE" 3M VT 1936 RED VINYL OUTSIDE BORDER (OUT TO RETAINERS)

"NARROW" 3M VT 1935 GREY VINYL INSIDE RED BORDER

3M 945 WHITE PANAFLEX FLEXIBLE VINYL FACE W/ 3M VT 1937 BLUE VINYL APPLIED TO 1st SURFACE - LETTERS & GRAPHICS CUT OUT / WHITE SHOWS THRU

COPY & CARTOUCHE ARE WHITE

SIGN INTERNALLY ILLUMINATED W/800ma HIGH OUTPUT DAYLIGHT FLUORESCENT LAMPS

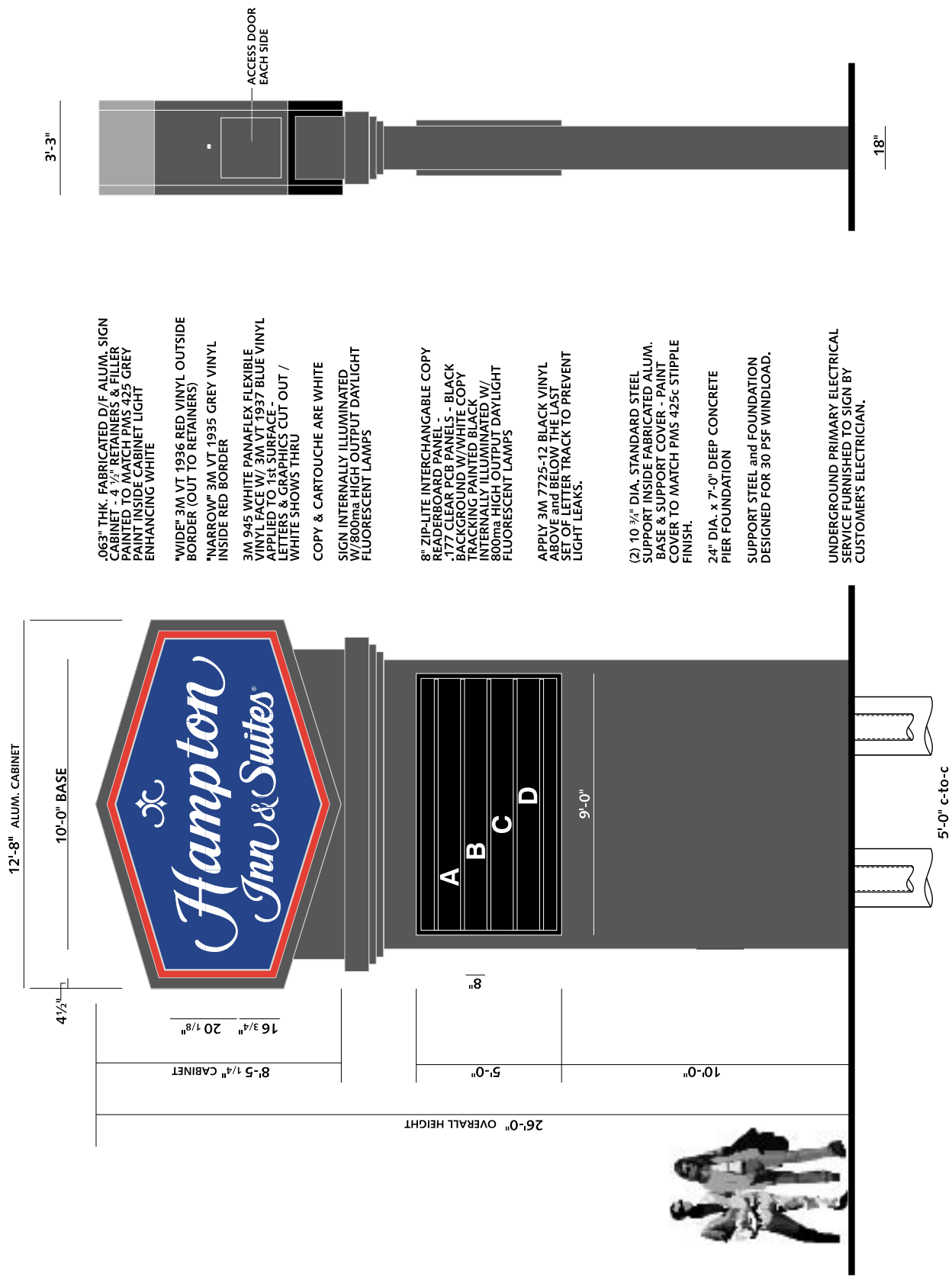
6" ZIP-LITE INTERCHANGABLE COPY READERBOARD PANEL - .177 CLEAR PCB PANELS - BLACK BACKGROUND W/ WHITE COPY TRACKING PAINTED BLACK INTERNALLY ILLUMINATED W/ FLUORESCENT LAMPS

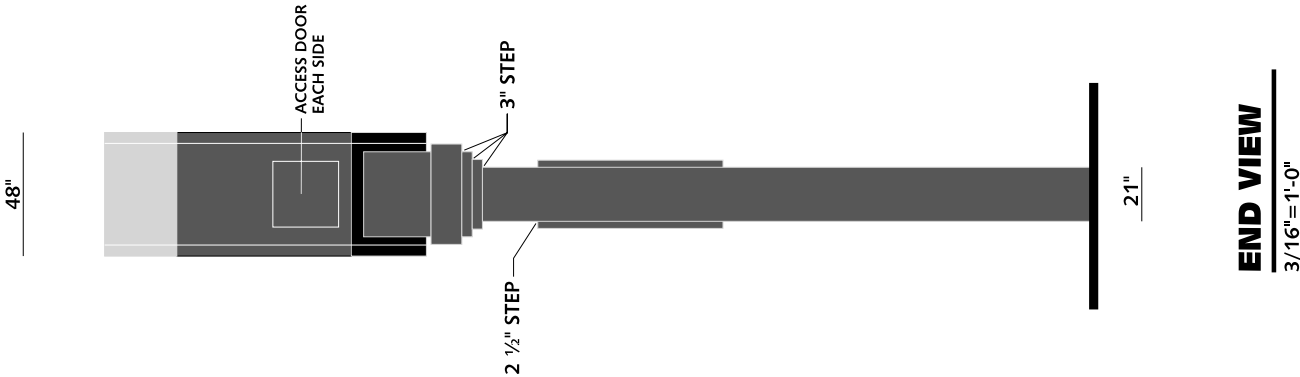
6" x 6" x 1/4" STEEL TUBE SUPPORT INSIDE FABRICATED ALUMINUM BASE & SUPPORT COVER - PAINT TO MATCH PMS 425c STIPPLE FINISH

18" DIA. x 6'-0" DEEP CONCRETE PIER FOUNDATION

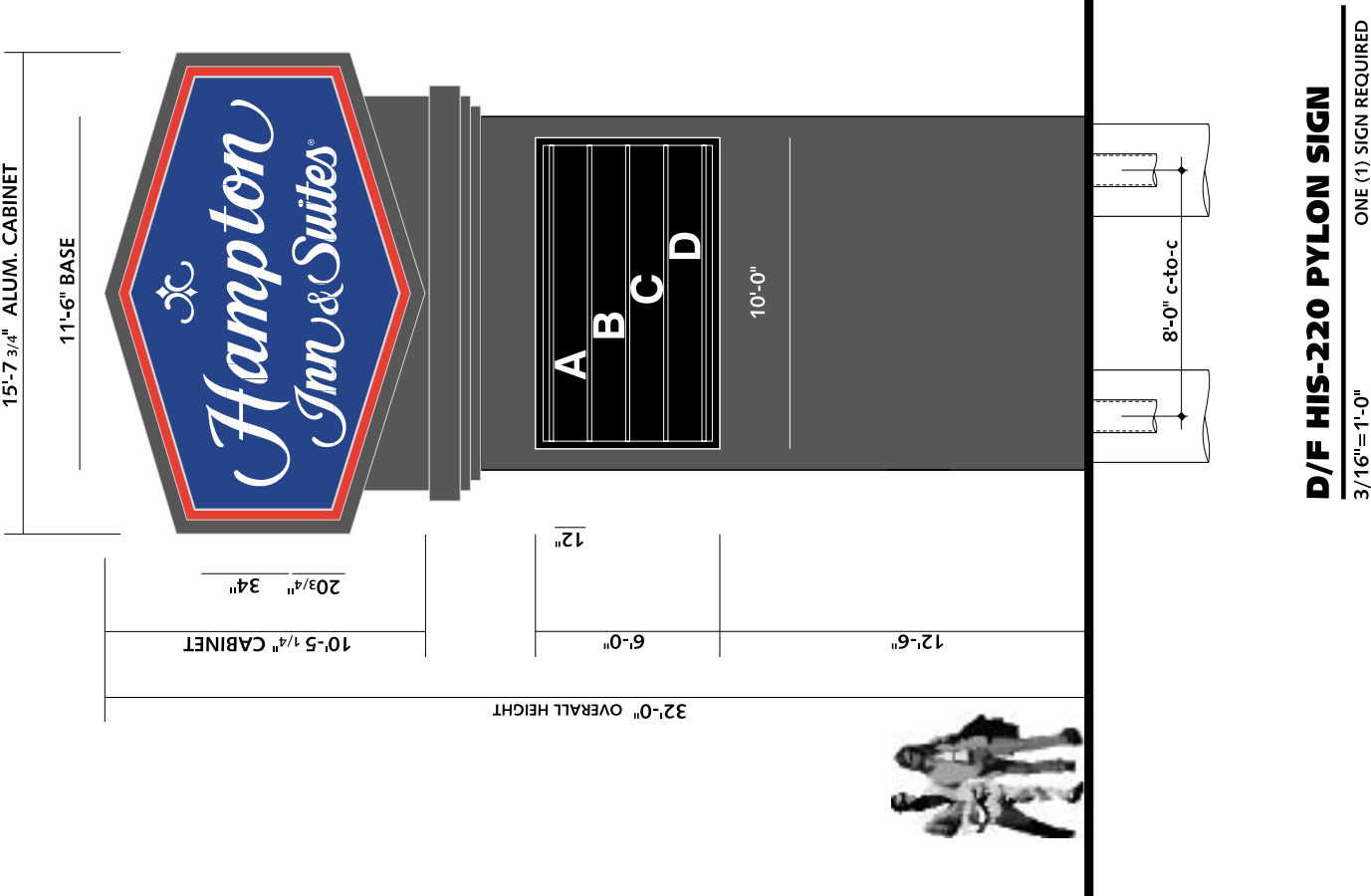
SUPPORT STEEL and FOUNDATION DESIGNED FOR 30 PSF WINDLOAD.

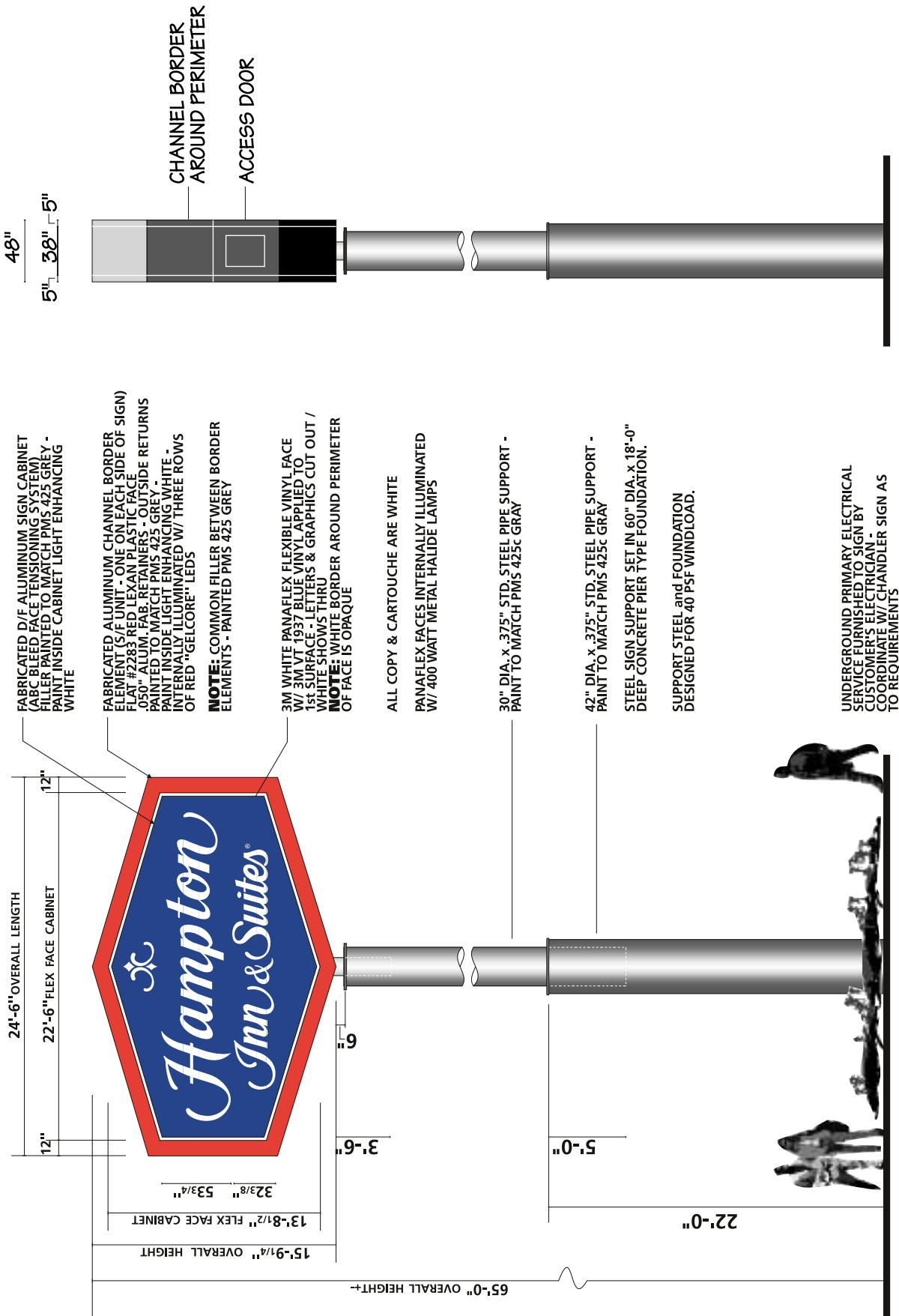
UNDERGROUND PRIMARY ELECTRICAL SERVICE FURNISHED TO SIGN BY CUSTOMER'S ELECTRICIAN.





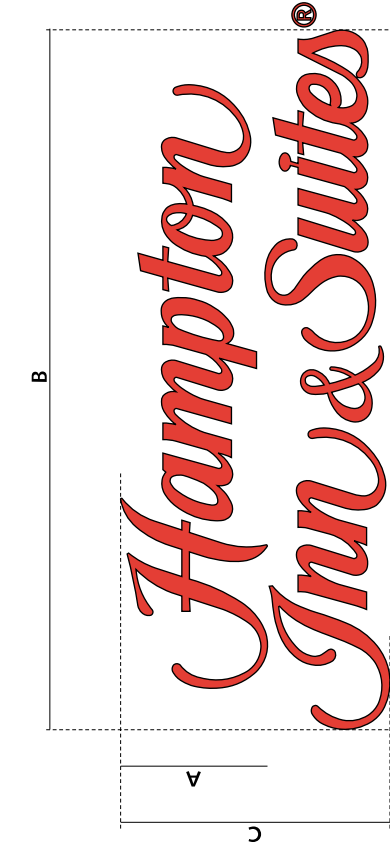
- .063" THK. FABRICATED D/F ALUM. SIGN CABINET - 5 1/2" RETAINERS & FILLER. PAINTED TO MATCH PMS 425 GREY. PAINT INSIDE CABINET LIGHT ENHANCING WHITE
- "WIDE" 3M VT 1936 RED VINYL OUTSIDE BORDER (OUT TO RETAINERS)
- "NARROW" 3M VT 1935 GREY VINYL INSIDE RED BORDER
- 3M 945 WHITE PANAFLEX FLEXIBLE VINYL FACE W/ 3M VT 1937 BLUE VINYL APPLIED TO 1st SURFACE - LETTERS & GRAPHICS CUT OUT / WHITE SHOWS THRU
- COPY & CARTOUCHE ARE WHITE
- SIGN INTERNALLY ILLUMINATED W/800ma HIGH OUTPUT DAYLIGHT FLUORESCENT LAMPS
- 12" ZIP-LITE INTERCHANGABLE COPY READERBOARD PANEL - 177 CLEAR PCB PANELS - BLACK BACKGROUND W/WHITE COPY TRACKING PAINTED BLACK. INTERNALLY ILLUMINATED W/ 800ma HIGH OUTPUT DAYLIGHT FLUORESCENT LAMPS
- APPLY 3M 7725-12 BLACK VINYL ABOVE and BELOW THE LAST SET OF LETTER TRACK TO PREVENT LIGHT LEAKS.
- (2) 8 5/8" DIA. x .322" STANDARD STEEL PIPE 2nd STAGE SUPPORT.
- (2) 12 3/4" DIA. x .375" STANDARD STEEL SUPPORT INSIDE FABRICATED ALUM. BASE & SUPPORT COVER - PAINT COVER TO MATCH PMS 425c STIPPLE FINISH.
- 36" DIA. x 8'-0" DEEP CONCRETE PIER FOUNDATIONS.
- SUPPORT STEEL and FOUNDATION DESIGNED FOR 30 PSF WINDLOAD.
- UNDERGROUND PRIMARY ELECTRICAL SERVICE FURNISHED TO SIGN BY CUSTOMER'S ELECTRICIAN.



**D/F HIS-385 HI-RISE PYLON SIGN**

ONE (1) SIGN REQUIRED

1/8" = 1'-0"



STACKED BUILDING LETTERS

SEE FOLLOWING SHEETS FOR
TYPICAL NEON and L.E.D. LAYOUTS

NTS

LIGHT COLORED BUILDING

8" DEEP SELF CONTAINED CHANNEL LETTERS.
.050" THK. ALUM. RETURNS WITH .080" THK. ALUM.
CAD CUT BACKS. RETURNS PAINTED 313 DK. BRONZE.
.187" THK. #2283 RED LEXAN FACES.
1" DK. BRONZE TRIMCAP.
CLEAR RED NEON ILLUMINATION OR
GELCORE TETRA RED/RED L.E.D. (5 PER FOOT).
30mA FRANCE PBKM TRANSFORMERS IN NEON
ILLUMINATED LETTERS.



.187" THK. #2283 RED LEXAN
DISC. WITH 3M 7725-10 WHITE VINYL
BACKGROUND. "R" SHOWS THRU RED.
FLUSH MOUNT TO WALL WITH
SILICONE ADHESIVE.

TRADEMARK DETAIL

NTS

SIGN NUMBER	A	B	C	AREA (SQ. FT.)	TOTAL AMPS		CIRCUITS REQ'D.	
					NEON/L.E.D.	NEON/L.E.D.	NEON/L.E.D.	NEON/L.E.D.
HIS BL36S	36"	14'-3 1/4"	5'-6"	78.59	19.59 / .773	(2) 20A / (1) 20A	(2) 20A / (1) 20A	(2) 20A / (1) 20A
HIS BL48S	48"	19'-0 1/4"	7'-4"	139.33	19.31 / 1.47	(2) 20A / (1) 20A	(2) 20A / (1) 20A	(2) 20A / (1) 20A
HIS BL60S	60"	23'-9 3/4"	9'-2"	215.23	25.9 / 1.85	(3) 20A / (1) 20A	(3) 20A / (1) 20A	(3) 20A / (1) 20A

B



LINEAR BUILDING LETTERS

SEE FOLLOWING SHEETS FOR
TYPICAL NEON and L.E.D. LAYOUTS

NTS

SIGN NUMBER	A	B	C	AREA (SQ. FT.)	TOTAL AMPS		CIRCUITS REQ'D.	
					NEON/L.E.D.	NEON/L.E.D.	NEON/L.E.D.	NEON/L.E.D.
HIS BL36L	36"	27'-1"	x	78.59	19.59 / .773	(2) 20A / (1) 20A	(2) 20A / (1) 20A	(2) 20A / (1) 20A
HIS BL48L	48"	36'-1 1/4"	x	139.33	19.31 / 1.47	(2) 20A / (1) 20A	(2) 20A / (1) 20A	(2) 20A / (1) 20A
HIS BL60L	60"	46'-1"	x	215.23	25.9 / 1.85	(3) 20A / (1) 20A	(3) 20A / (1) 20A	(3) 20A / (1) 20A

LIGHT COLORED BUILDING

8" DEEP SELF CONTAINED CHANNEL LETTERS.
.050" THK. ALUM. RETURNS WITH .080" THK. ALUM.
CAD CUT BACKS. RETURNS PAINTED 313 DK. BRONZE.
.187" THK. #2283 RED LEXAN FACES.
1" DK. BRONZE TRIMCAP.
CLEAR RED NEON ILLUMINATION OR
GELCORE TETRA RED/RED L.E.D. (5 PER FOOT).
30mA FRANCE PBKM TRANSFORMERS IN NEON
ILLUMINATED LETTERS.

DARK COLORED BUILDING

8" DEEP SELF CONTAINED CHANNEL LETTERS.

.050" THK. ALUM. RETURNS with .080" THK. ALUM.

CAP CUT BACKS. RETURNS PAINTED 313 PK. BRONZE.

.187" THK. WHITE LEXAN FACES with 2nd SURFACE

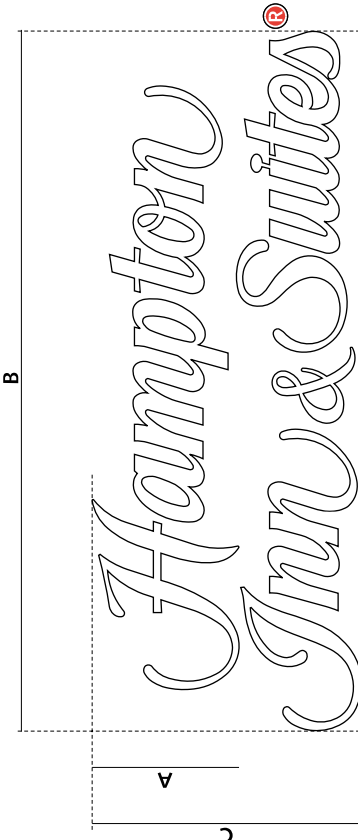
3630-73 CARDINAL RED VINYL APPLIED.

1" DK. BRONZE TRIMCAP:

CLEAR RED NEON ILLUMINATION OR

GELCORE TETRA RED/RED L.E.D. (5 PER FOOT).

**30mA FRANCE PBKM TRANSFORMERS IN NEON
ILLUMINATED LETTERS.**



STACKED BUILDING LETTERS

SEE FOLLOWING SHEETS FOR

TYPICAL NEON and L.E.D. LAYOUTS

NTS

SIGN NUMBER	A	B	C	AREA (SQ. FT.)	TOTAL AMPS	CIRCUITS REQ'D.
HIS BL36S	36"	14'-3 1/2"	5'-6"	78.58	NEON/V.L.D.	(2) 20A / (1) 20A
HIS BL44S	48"	19'-0 1/4"	7'-4"	139.33	19.58 / .773	(2) 20A / (1) 20A
HIS BL44S	48"	19'-0 1/4"	7'-4"	139.33	19.31 / 1.47	(2) 20A / (1) 20A
HIS BL60S	60"	23'-9 1/2"	9'-2"	216.23	25.9 / 1.95	(2) 20A / (1) 20A
HIS BL60S	60"	23'-9 1/2"	9'-2"	216.23	25.9 / 1.95	(2) 20A / (1) 20A



.167" THK. #2263 RED LEXAN
DISC. with 3M 7725-10 WHITE VINYL
BORDER and "R".

**FLUSH MOUNT TO WALL with
SILICONE ADHESIVE.**

TRADEMARK DETAIL

STN

DARK COLORED BUILDING

8" DEEP SELF CONTAINED CHANNEL LETTERS.

.050" THK. ALUM. RETURNS with .080" THK. ALUM.

CAD CUT BACKS. RETURNS PAINTED 313 DK BRONZE.

.187" THK. WHITE LEXAN FACES with 2nd SURFACE

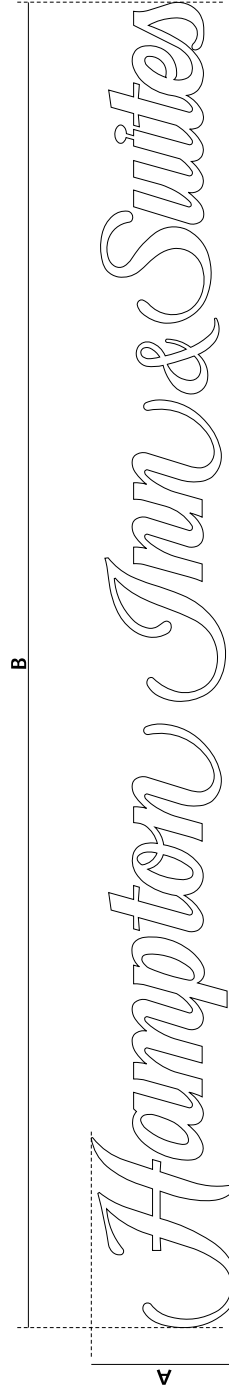
3630-73 CARDINAL RED VINYL APPLIED.

1" DK. BRONZE TRIMCAP:

CLEAR RED NEON ILLUMINATION OR

GELCORE TETRA RED/RED L.E.D. (5 PER FOOT).

**30mA FRANCE PBKM TRANSFORMERS IN NEON
ILLUMINATED LETTERS.**



LINEAR BUILDING LETTERS

SEE FOLLOWING SHEETS FOR

TYPICAL NEON and L.E.D. LAYOUTS

STN

SIGN NUMBER	A	B	C	AREA (SQ. FT.)	TOTAL AMPS	CIRCUITS REQ'D.
HIS BL36L	36"	27-1"	x	78.56	NEON/LED.	NEON/LED.
					19.53 / .773	(2) 20A / (1) 20A
HIS BL41L	48"	36-1 1/4"	x	139.33	19.31 / 1.47	(2) 20A / (1) 20A
HIS BL46L	60"	46-1"	x	216.23	25.9 / 1.95	(2) 20A / (1) 20A
					19.31 / 1.47	(2) 20A / (1) 20A

404.30 Building Number

Scale 3" = 1'-0"

Handicap No

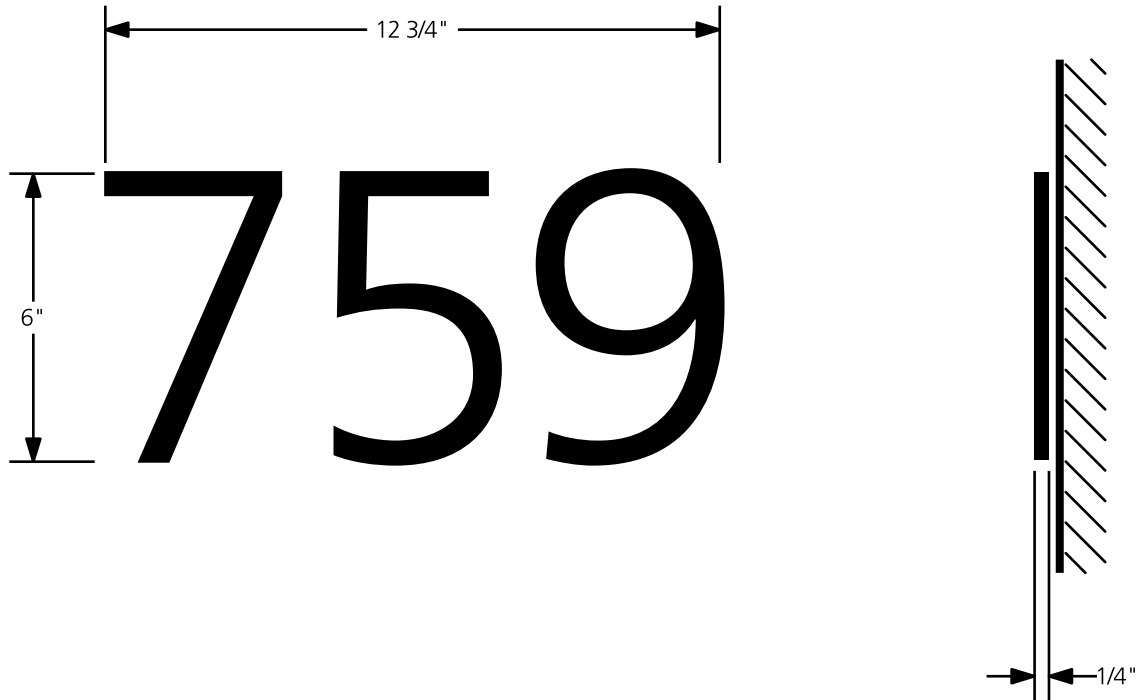
Material..... Type 3

Letter Style Frutiger

Color..... Baked enamel or other permanent
coating, contrast with background

Mounting Method..... Concealed fasteners

Quantity..... One set



end view

404.31 Entrance Canopy Clearance

Scale	1" = 1'-0"
Handicap	No
Material.....	Type 3
Letter Style	Frutiger
Color	Baked enamel or other permanent coating, contrast with background
Mounting Method.....	Concealed fasteners
Quantity.....	One set over driveway at each side of canopy





Trademark and Identity

405.00 Interior Signage

The interior sign package for Hampton Inn and Hampton Inn & Suites should reflect the quality that is associated with the brand standard. The colors chosen should tastefully compliment the hotel interior and meet all ADA requirements. Interior corridor signage must be brought up to the current standard at the time of any renovation within the corridor.

405.01 ADA Font Requirements

The Americans With Disabilities Act (ADA), Title III, section 4.30.2 Character Proportion, states:

"Letters and numbers on signs must have a width-to-height ratio between 3:5 and 1:1 and a stroke-width-to-height ratio between 1:5 and 1:10."

The following fonts meet those requirements, and must be used on all signage:

Frutiger 55 Roman

Frutiger 65 Bold

405.02 Guest Room Numbers

Each guest room must be identified with uniformly designed and clearly distinguishable numerals placed adjacent to the guest room entry door on the latch side or on the first visible wall adjacent to the door. The sign must be mounted 60" above the floor to the center of the sign. The specifications that follow are for the guest room signage.

Existing properties that have signage made of solid surface material located on the door, whether room number signage or the Hampton Inn cartouche, may leave these signs on the door until the door is replaced. The new signage as described as follows must replace those signs located to the side of the door. Replacement signs size must be coordinated with available wall space *prior to ordering*.

A. Graphics

Room signage must be 8"w x 4"h digital graphics, laminated backs, mounted to second surface of 1/8" Plexiglas with a 45-degree edge.



Trademark and Identity

B. Applied Numerals

Guest room numerals must be located on the first surface and must be white, New Hermes Gravotac #214-114, Frutiger 55 Roman 115 point 1/32" thick and 11/8" high. Exterior room signs may use larger numerals. Corresponding room numerals in clear Raster Braille must be applied. Room numbers may be match-routed for better adhesion but must maintain compliance with ADA.

C. Backer Material

Backer may be any of the following:

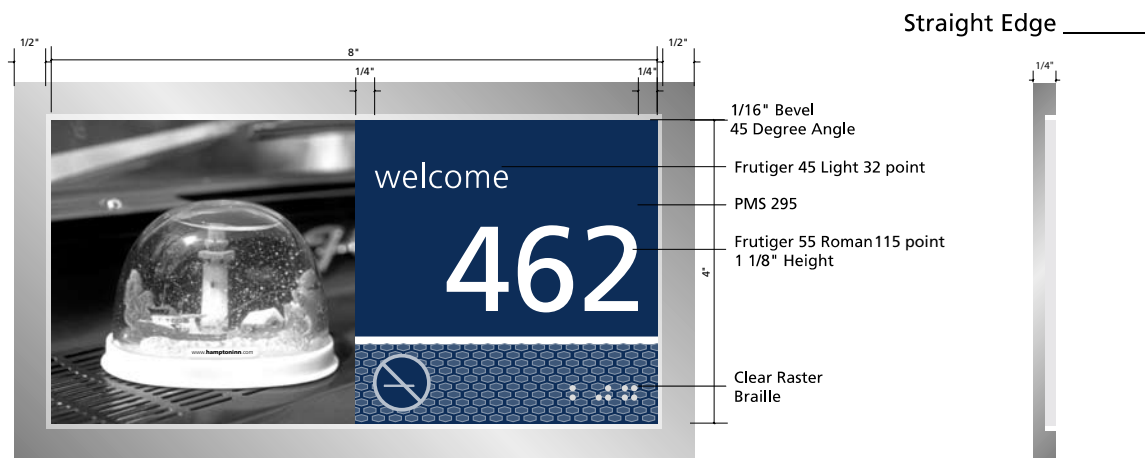
1. One-quarter inch thick acrylic painted with the following color options:
 - a. Bronze MT 41313SP
 - b. Black MT N923SP
 - c. Brushed Aluminum MT 41342SP
2. One half-inch thick solid surface option: Corian Nocturne

D. Backer Profile

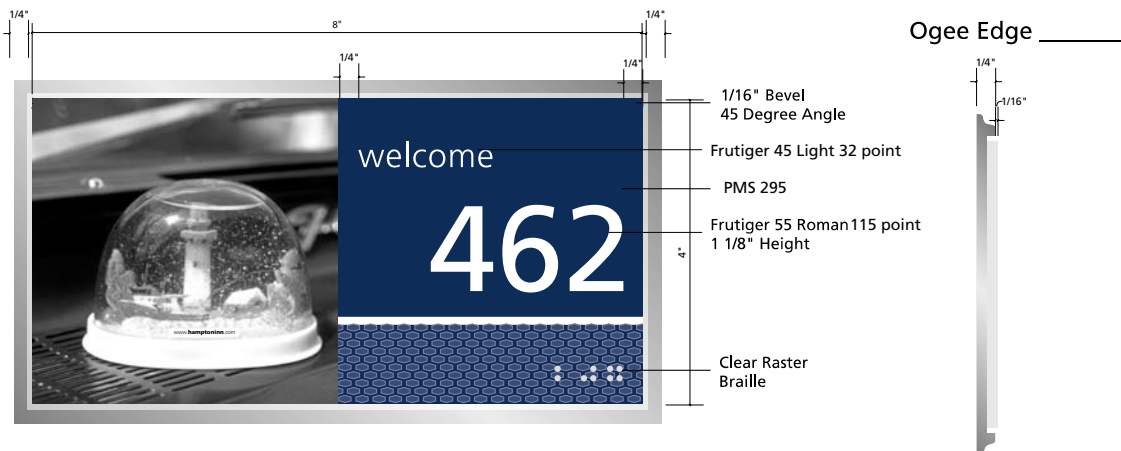
1. Two profiles may be used for the backer:
 - a. Ogee edge (for acrylic), 8⁵/₈"w x 4⁵/₈"h
 - b. Straight "frame" edge (for acrylic or solid surface), 9"w x 5"h
2. A recessed area for the Plexiglas sign must be provided. The ogee edge must have a 1/16" recess and the straight edge, a 1/8" recess.

E. Mounting System

Double-sided tape should be used to hold the sign in place while the silicone or adhesive dries to the wall. The manufacturer must ship double-sided tape to all self-installation properties.



Item# A001-1 Example Shown - Interior with Silver Backer/Straight Edge



Item# A001-3 Example Shown - Interior with Silver Backer/Ogee Edge

Choose from these background colors:



PMS 1955 Red



PMS 378 Green



PMS 295 Blue



Black

Choose From These Backer Colors Available:



Solid Surface -
Corian Nocturne



Acrylic Painted Silver



Acrylic Painted Black



Acrylic Painted Bronze

F. Approved Image Library

Artwork must be from the Hampton Brand approved image library designated specifically for room signage. The image library is available only to Hampton approved interior signage manufacturers. Each room on a floor must utilize a different image unless there are more rooms than images available, in which case duplicate images must be installed as far apart as possible. Images must be duplicated on different floors.



Print 01



Print 02



Print 03



Print 04



Print 05



Print 06



Print 07



Print 08



Print 09



Print 10



Print 11



Print 12



Print 13



Print 14



Print 15



Print 16



Print 17



Print 18



Print 19



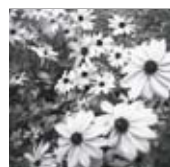
Print 20



Print 21



Print 22



Print 23



Print 24



Print 25



Print 26



Print 27



Print 28



Print 29



Print 30



Print 31



Print 32



Print 33



Print 34



Print 35



Print 36

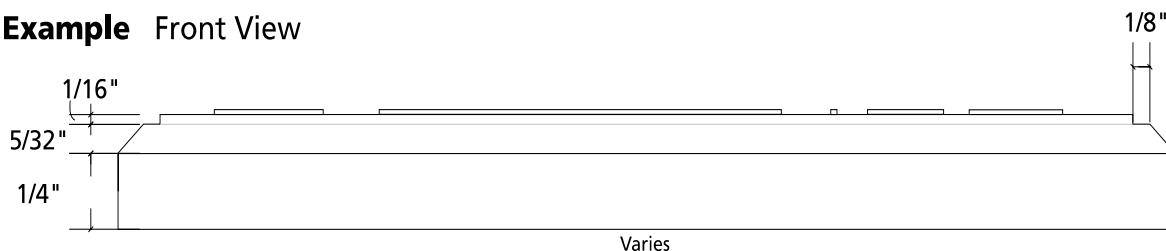


Trademark and Identity

405.03 General Specifications for Public Area Signs

The material is to be 1/2" thick solid surface or painted acrylic with a custom drop bevel edge treatment then sandblasted 1/32" deep. Signs are to have Grade II Braille where required. Copy heights are to meet the requirements of the Americans with Disability Act. An etch and fill process may be used instead of sandblasting for signs that are strictly informational and do not require raised letters or Braille.

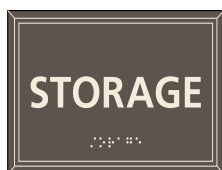
Example Front View



Choose from these colors:



Face Painted Acrylic
Brushed Aluminum
MT 41342SP
with Black Graphics
MT N923SP



Face Painted Acrylic
Bronze MT 41313SP
with Ivory Graphics
MT HC-081



Face Painted Acrylic
Black MT N923SP
with Silver Graphics
Brushed Aluminum
MT 41342SP



Face Painted Acrylic
Black MT N923SP
with White Graphics
MT N202SP



Solid Surface Color
Corian Nocturne
with Silver Graphics
Brushed Aluminum
MT 41342SP



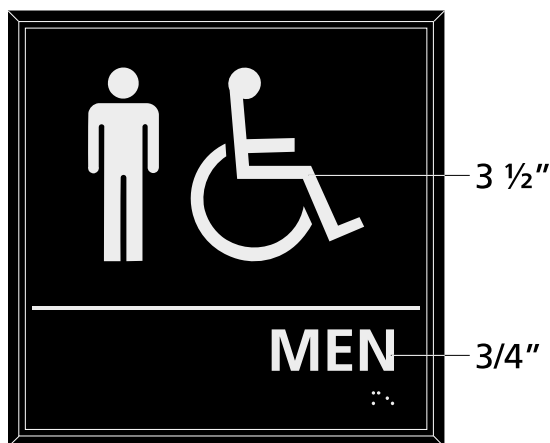
Solid Surface Color
Corian Nocturne
with White Graphics
MT N202SP



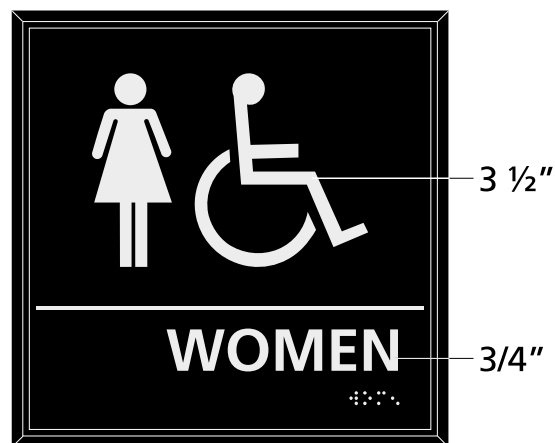
Trademark and Identity

405.04 Restrooms

Restroom signage should indicate gender and handicap accessibility. If the restroom is not handicap accessible, a sign directing guests to handicap accessible restrooms should be displayed.



Item# A10
7 7/8" x 7 7/8" Example Shown
Frutiger 65 Bold



Item# A11
7 7/8" x 7 7/8" Example Shown
Frutiger 65 Bold



Item# A010U
7 7/8" x 7 7/8" Example Shown
Frutiger 65 Bold



Item# A10A
7 7/8" x 7 7/8" Example Shown
Frutiger 55 Roman



Trademark and Identity

405.05 Stairs/Floor Numbers

Local fire codes should be referenced before ordering these signs. The Exit-Stairs sign should be located adjacent to the stair door, on the latch side outside the stairwell, with the center of the sign 60" off the floor. Some codes require an evacuation plan also be posted at the stairs as Item #A4E shows.

The hotel must provide information, including evacuation plan, when required for these signs prior to production.



Item# A4
7 7/8" x 7 7/8" Example Shown
Frutiger 55 Roman
Frutiger 65 Bold



Item# A4E
11 7/8" x 11 7/8" Example Shown
With 5 1/2" x 10" x 1/8" Screenprinted
Acrylic Evacuation Map
Frutiger 65 Bold



Item# A9 Floor Number 14" x 12"
1/8" Acrylic w/Reflective 6" Number,
1/32" raised graphics (where required)
Frutiger Fonts

Floor numbers are to be located adjacent to the latch side of the door on the inside of the stairwell. These signs must designate stairwell number or name, roof access and origination and termination of that stairwell.



Trademark and Identity

Six-inch reflective, pre-spaced vinyl letters spelling "EXIT" should be placed at the base of each stair door on the corridor side, used to assist the evacuation of a smoke-filled corridor.

EXIT

Item# D5
6" Pre-Spaced Silver Reflective
Vinyl Letters
Frutiger

405.06 Guest Room Evacuation

This sign contains important information for your guest. An emergency exit plan, check-in and check-out times, room rates, safe deposit box availability, and state laws are included. The full color paper inserted into an assembled two-piece sign is displayed on the back of the guest room door below the peephole. The hotel must provide pull station and fire extinguisher locations in addition to the maximum room rate, check-in and check-out times prior to production of this sign.

A. Option One

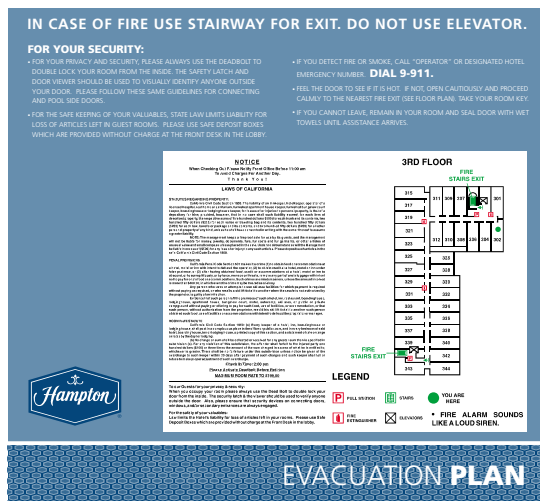
Graphic mounted second surface of Plexiglas. Backer with thumb hole to create slot for paper insert.

B. Option Two

Graphic printed second surface on velvet Lexan

C. All Options

White lettering, Hampton Honeycomb: stroke 50 percent PMS 295, fill 80 percent PMS 295, Background behind honeycomb 100 percent PMS 295





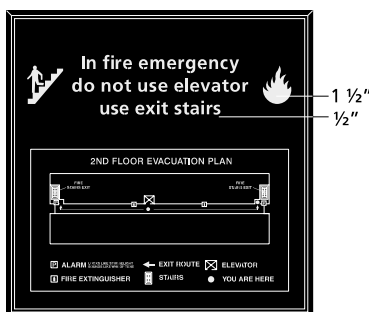
Trademark and Identity

405.07 Elevator Lobby Signage

An "In Fire Emergency" sign must be displayed above each elevator call button and inside each elevator cab. Some codes require an evacuation plan in addition to the basic sign. The hotel must provide a floor plan for the evacuation plan sign required by code prior to signage production.



Item# A8 7" x 7"
Frutiger 65 Bold



Item# A8E 11 7/8" x 11 7/8"
With 5 1/2" x 10" x 1/8" Screenprinted
Acrylic Evacuation Map
Frutiger 65 Bold



Item# B16 5" x 16"
Frutiger 65 Bold

405.08 Meeting Room/Hospitality Suites

The style of meeting room and hospitality suite signs should be determined by the use of the room:

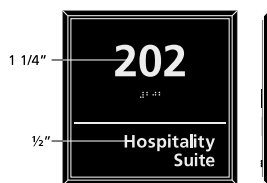
- A. Simple room identification
- B. Identification with "In Use/Vacant" strip

While ADA requires 1/32" raised letters and Braille to identify these rooms, some signs in larger settings may require additional dimensional individual letters. This should be determined by the distance from which they will be viewed.

405.09 Other ID Signage with Operating Hours



Item# B10 8" x 11 7/8"
2" x 10" Slide Track for In Use or Vacant
Frutiger 55 Roman
Frutiger 65 Bold



Item# A13 7" x 7"
Frutiger 55 Roman
Frutiger 65 Bold

Informational signage for this area.



Item# A007D
6" x 8"
Frutiger 55 Roman

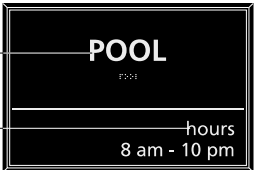





Item# A007L
6" x 8"
Frutiger 55 Roman



Trademark and Identity

This group of signs usually requires additional hotel specific information, such as hours or age restrictions. Hours of operation must be displayed for the convenience of your guests if the area will not open 24 hours a day. The hotel must provide hours of operation for these signs prior to signage productions.

 <p>Item# B7H 8" x 11 7/8" Frutiger 55 Roman Frutiger 65 Bold</p>	 <p>Item# B8H 8" x 11 7/8" Frutiger 55 Roman Frutiger 65 Bold</p>	 <p>Item# B014 8" x 11 7/8" Frutiger 55 Roman Frutiger 65 Bold</p>	 <p>Item# B027H 8" x 11 7/8" Frutiger 55 Roman Frutiger 65 Bold</p>
--	--	--	--



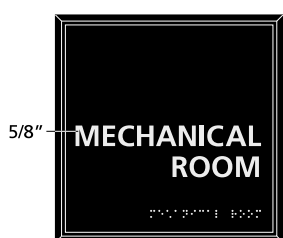
Trademark and Identity

405.10 Room/Area Identification Signage

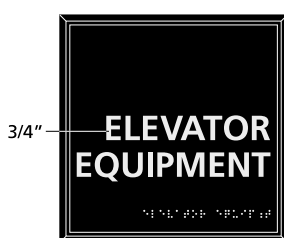
Many local fire department codes require all public access doors to be clearly marked.

To comply with ADA standards:

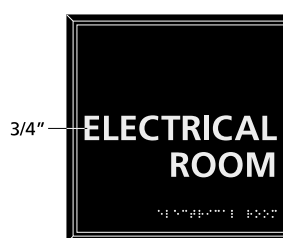
- A. All permanent rooms and spaces must be identified by signage with 1/32" raised letters, graphics and Grade II Braille.
- B. The letter style must be easy to read.
- C. The sign background and copy must have good color contrast.
- D. Signs must be mounted adjacent to the door on the latch side, or on the first visible wall adjacent to the door, with the center of the sign 60" off the floor.



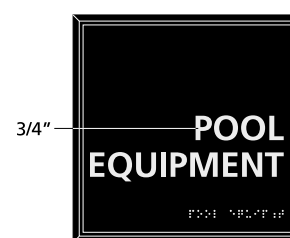
Item# A19 7" x 7"
Frutiger 65 Bold



Item# A22 7" x 7"
Frutiger 65 Bold



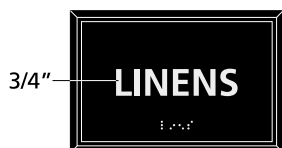
Item# A25 7" x 7"
Frutiger 65 Bold



Item# A34 7" x 7"
Frutiger 65 Bold



Item# A12 4" x 6"
Frutiger 65 Bold



Item# A20 4" x 6"
Frutiger 65 Bold



Item# A21 4" x 6"
Frutiger 65 Bold



Item# A26 4" x 6"
Frutiger 65 Bold



Item# A14 4" x 8"
Frutiger 65 Bold



Item# A15 4" x 8"
Frutiger 65 Bold



Item# A5 7 7/8" x 7 7/8"
Frutiger 65 Bold



Trademark and Identity

405.11 Directional Signage

- A. Directional signage is an important part of a wayfinding sign system. These signs direct guests through a facility. These signs are generally read from a distance, therefore they should have an average copy height of 1½". A well designed wayfinding sign system will:
1. Identify travel path decision points throughout your facility. A travel path decision point is a place at which someone moving through your facility must make the decision to turn left, right or continue straight ahead.
 2. Place directionals so they are readily visible from travel path decision points.
 3. Identify and direct your guests to common areas of interest such as:
 - a. Lobby
 - b. Registration area
 - c. Elevators
 - d. Guestrooms/suites
 - e. Gift shops
 - f. Pools and fitness centers
 - g. Ice and vending machines
 - h. Restaurants
 - i. Lounges
 - j. Meeting rooms
 - k. Restrooms
 - l. Telephones
 - m. Guest Laundries
 4. Guide your guests through each travel path decision point, all the way to their destination.

All wayfinding signage should be reviewed by the owner or an owner's representative prior to ordering.



Trademark and Identity

B. Wall Mounted Directionals



1 1/2"

Item# B1 5" x 16"
Frutiger 65 Bold



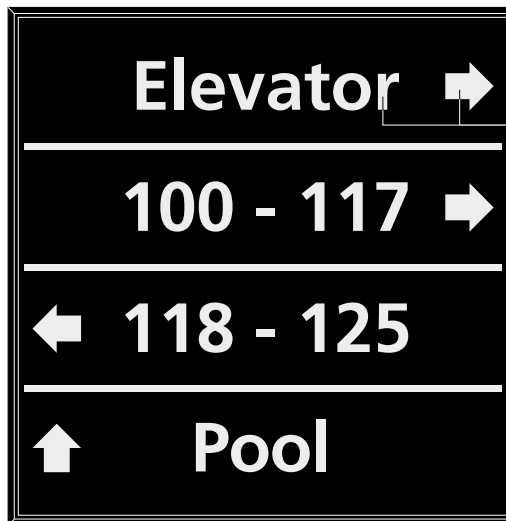
1 1/2"

Item# B2 8" x 16"
Frutiger 65 Bold



1 1/2"

Item# B3 13" x 16"
Frutiger 65 Bold



1 1/2"

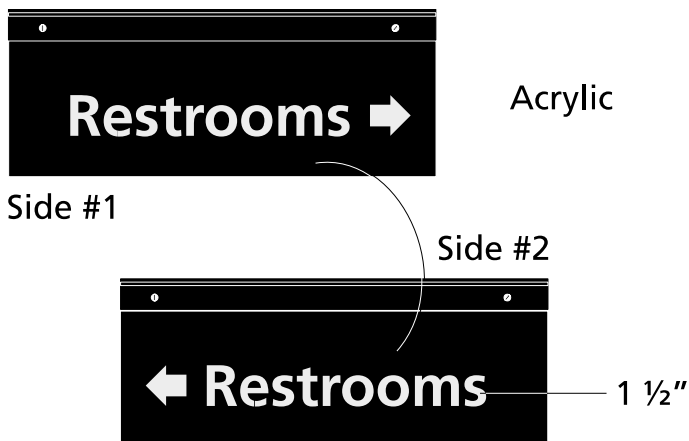
Item# B4 5" x 16"
Frutiger 65 Bold



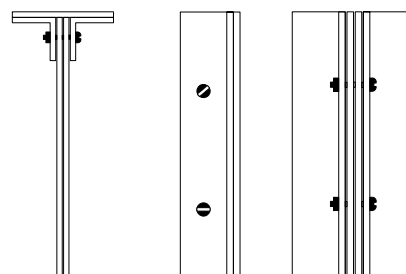
Trademark and Identity

C. Ceiling/Flag-Mounted Directionals

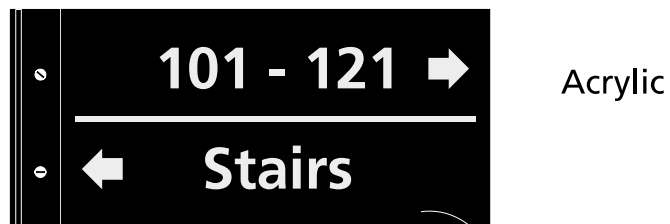
Ceiling and flag-mounted directionals are used only when there is no visible wall space available for wall-mounted directionals. These signs are often visible from both sides, therefore double-sided.



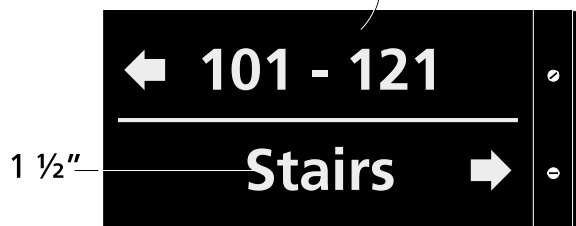
Item# B001H 5" x 16" Flag Mount
Frutiger 65 Bold



Side #1



Side #2



Item# B002B 8" x 16" Ceiling Mount
Frutiger 65 Bold



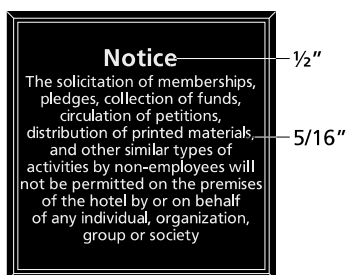
Trademark and Identity

405.12 Informational Signage

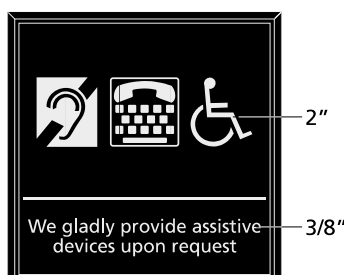
Informational signage design should be consistent with the other signs in your sign system. These signs should convey their information clearly and concisely. Many of these are required by code.

A. Lobby Area Signage

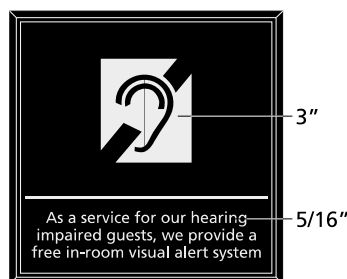
These informational signs are typically displayed in the Lobby/Entrance/Front Desk areas. Note: The "Pets are not admitted sign" is optional depending on the policy at your hotel.



7 7/8" x 7 7/8"
Frutiger 55 Roman



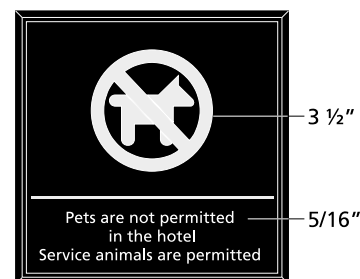
7 7/8" x 7 7/8"
Frutiger 55 Roman



7 7/8" x 7 7/8"
Frutiger 55 Roman



7 7/8" x 7 7/8"
Frutiger 55 Roman



7 7/8" x 7 7/8"
Frutiger 55 Roman

B. Secondary and Locked Exits

These signs inform guests when doors will be locked, how to enter and/or reference any other alternative entrances to the hotel when doors are locked. The hotel is to provide all copy for these signs.



Item# A6 7 7/8" x 7 7/8"
Frutiger 55 Roman



Trademark and Identity

C. Non-smoking Entry Signage

If required by state or local law non-smoking signs must be placed appropriately in public areas in accordance with the statutes. Information detailed on the sign and posting location must conform to state or local requirements and may vary from location to location. Signs must be permanent and match the hotel's interior sign package. All signs are to be obtained through approved vendors Rising Signs or Hospitality Signs. The ash receptacle must remain in place at the front entrance unless state or local law requires it to be located elsewhere.

If the hotel is approved by Hampton Brand Management to be a 100% non-smoking facility the standard sign (pictured below) with the specific verbiage "This is a smoke free location" and the international non-smoking symbol must be posted at the main entrance. If additional information is required by state or local law a custom sign must be made to display both (see [Standard 309.17](#) for details on non-smoking policies).



Brushed Aluminum
MT 41342SP
with Black Graphics
MT N9235P



Black MT N9235P
with White Graphics
MT N2025P



Black MT N9235P
with Silver Graphics
Brushed Aluminum
MT 41342SP



Bronze MT 41313SP
with Ivory Graphics
BM HC-081



Trademark and Identity

405.13 Whirlpool/Fitness Center Signage

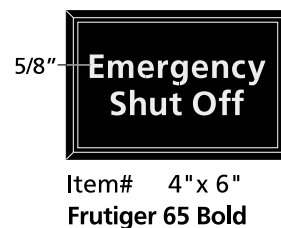
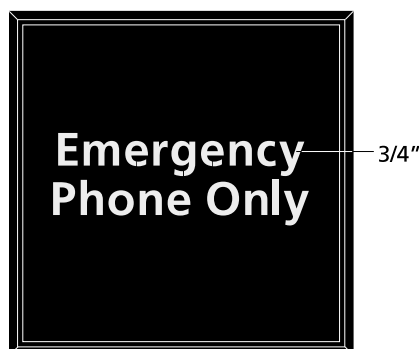
These signs should match the design of, and be consistent with, the other signs in your sign system. The signs should convey their information clearly and concisely. The hotel must provide hours of operation for these areas prior to sign production.

A. Interior

Rules and No Diving signs are to be constructed of two pieces of acrylic (3/16" backer with 1/8" face), and are sub-surface painted (see side view).

B. Exterior

Rules and No Diving signs are to be constructed of 1/8" aluminum or Fiberbright with fence mounting brackets and have face-applied vinyl graphics.



Item# A7 7 7/8" x 7 7/8"
Frutiger 65 Bold



Purchase from Harlan Graphics.
See the *jump start fitness guide* for details.

Side View
Exterior



Item# B15 29 3/4" x 35 3/4" Backer
28 3/4" x 34 3/4" Face
Frutiger 65 Bold & Frutiger 55 Roman



Trademark and Identity

405.14 Interior/Exterior Pool Area Signage

These signs should match the design of, and be consistent with, the other signs in your sign system. The signs should convey their information clearly and concisely. The hotel must provide hours of operation and pool depth for these signs prior to signage production.

A. Interior

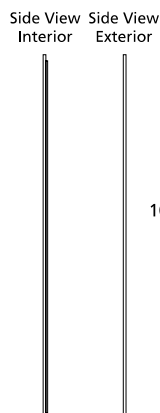
Rules and No Diving signs are to be constructed of two pieces of acrylic (3/16" backer with 1/8" face), and are sub-surface painted (see side view).

B. Exterior

Rules and No Diving signs are to be constructed of 1/8" aluminum or Fiberbright with fence mounting brackets, and have face-applied vinyl graphics.

Pool
hours: 9:00 am - 10:00 pm
Pool for use by registered guests only.
No lifeguard on duty. Swim at your own risk
NO DIVING. Maximum pool depth 5'
Owners & management are not responsible for accidents or injuries
Non-swimmers & children under 14 must be accompanied by a responsible adult
Glass containers prohibited. Do not swim alone
Persons with communicable diseases shall not use pool. Shower before entering pool
Persons under the influence of alcohol or drugs shall not use pool. No running or horseplay

Item# B7 (Interior) 29 3/4" x 35 3/4" Backer
28 3/4" x 34 3/4" Face
Item# C1B (Exterior) 29 3/4" x 35 3/4" Aluminum
Frutiger 65 Bold & Frutiger 55 Roman



No Lifeguard On Duty
No Diving

Item# B11 (Interior) 29 3/4" x 42" Backer
28 3/4" x 41" Face
Item# C2B (Exterior) 29 3/4" x 42" Aluminum
Frutiger 65 Bold & Frutiger 55 Roman

No Diving

Item# C5B 23 3/4" x 29 3/4"
Exterior
Frutiger 65 Bold

Pool
hours
8 am - 10 pm

Item# C6B 11 3/4" x 17 3/4"
Exterior
Frutiger 65 Bold
Frutiger 55 Roman

**DANGER:
Chlorine Inside**

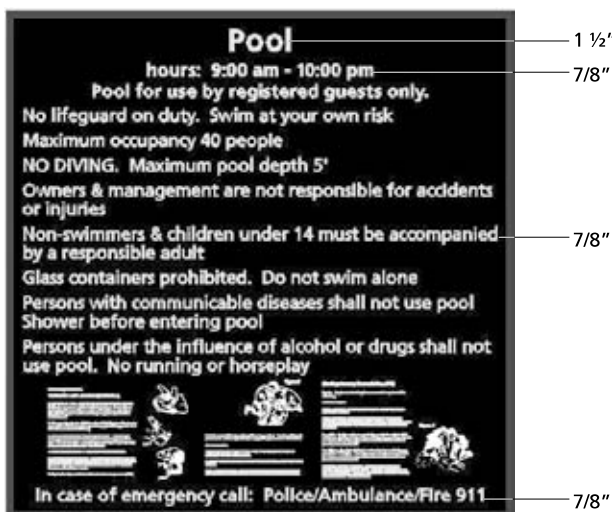
Item# D4 9" x 23"
Pre-Spaced Red High Performance
Vinyl Letters
Frutiger 65 Bold



Trademark and Identity

C. California Code Pool Area Signage

Some states, such as California, have additional health code requirements for their pool facilities. These requirements may include CPR instructions, maximum occupancy, specific wording and copy heights. Check your local health department for any specific requirements. The hotel must provide hours of operation, pool depth, maximum occupancy and emergency number for this sign prior to signage production.



Item# B7CA and C1BCA
35 3/4" x 35 3/4" Interior/Exterior
Frutiger 65 Bold & Frutiger 55 Roman

1. Interior

Rules and No Diving signs are to be constructed of two pieces of acrylic (3/16" backer with 1/8" face), and are sub-surface painted.

2. Exterior

Rules and No Diving signs are to be constructed of 1/8" aluminum or Fiberbright with fence mounting brackets, and have face applied vinyl graphics.



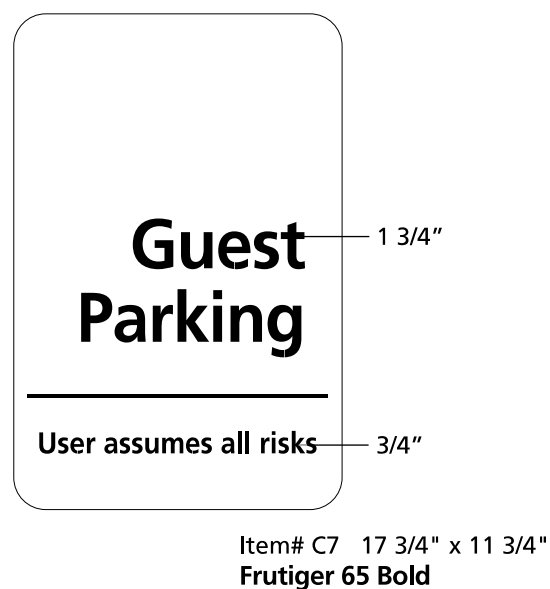
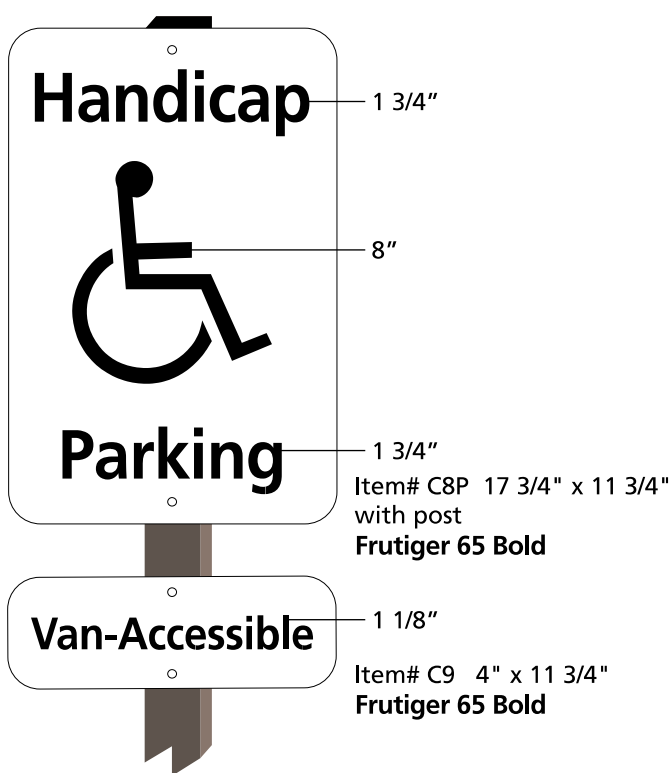
Item# B11CA and C2BCA
39 3/4" x 59 3/4" Interior/Exterior
Frutiger 65 Bold & Frutiger 55 Roman



Trademark and Identity

405.15 Aluminum Parking Signs

Sign faces are manufactured using 1/8" aluminum with face-applied vinyl. The posts are constructed of 1½" x 1½" square tubing with rounded corners and include plastic end caps. Posts are generally 7 ft. tall and are set 18" into the ground. Local codes may require specific signs that can only be purchased locally. Verify with your local code enforcers.





Trademark and Identity

405.16 Individual Letters/Numbers

The address and clearance height letters and numbers are to be 1/4" extruded PVC painted dark bronze unless otherwise approved by your Hilton Project Manager. These sets include pounce pattern and instructions for mounting.





Trademark and Identity

406.00 Welcome Touchpoint Signage Items

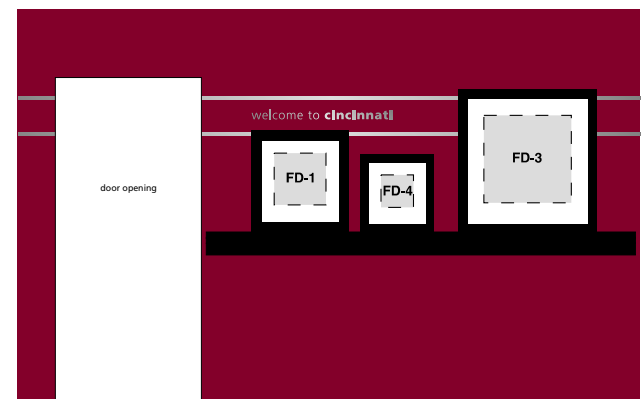
Welcome touchpoint signage items include front desk graphics, vestibule, front entry door graphics and elevator wrap graphics.

406.01 Front Desk Graphics

The registration wall must have "welcome to (city)" signage (including horizontal trim pieces). Lettering is to be 3/4" thick black sintra letters with brushed stainless steel face to match Stylmark trim finish #218. Lettering must use the Frutiger font, 230 point, tracking 50. 'Welcome to' must be Frutiger 45 light (not size 45) and '[city]' must be Frutiger 75 black. Lettering must be left-justified aligning with the left side of furthestmost left frame once mounted. Horizontal trim to be 3/4" x 3/4" Stylmark trim #110410 with base #411331 and a brushed stainless steel finish #218. Trim is to run entire length of wall (except on any doors or door frames). Trim is not required on any wing walls or offset walls beyond the immediate back wall of the registration desk.

The chair rail must be Stylmark trim #110465 with base #410509, with end caps RH #310399 and LH #310400 and buffed satin black finish #123. Length of chair rail must be entire length of wall (only the main portion of the wall if a door is located on the wall) less 1 1/2" at each end to allow proper clearance for installation. Rail to be mounted 3'-0" AFF to the bottom of the rail.

Front Desk



Welcome Greeting Item# GR1.3

Trim Item# 110410-218

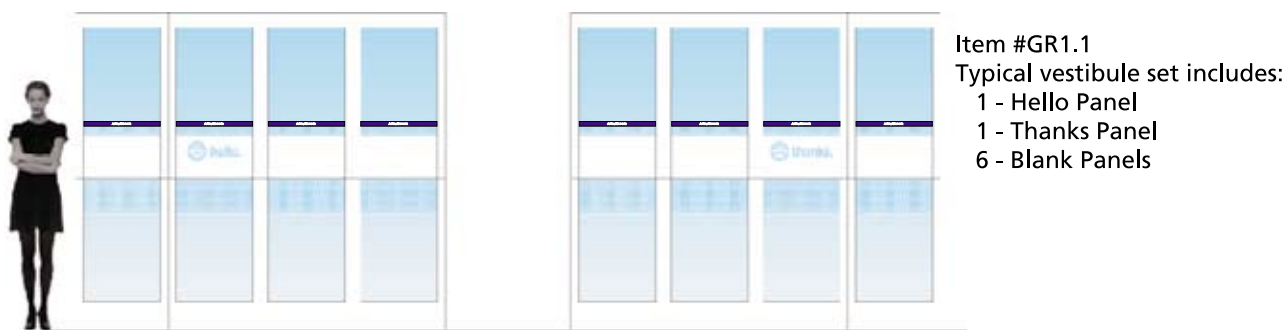
Base Item# 411331-030



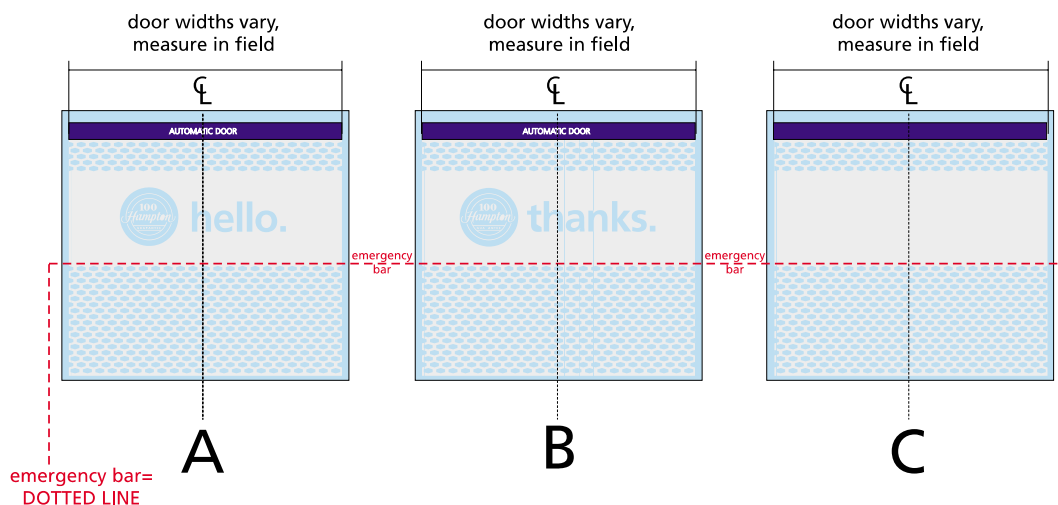
Trademark and Identity

406.02 Front Entry Graphics

Main entrance vestibule doors are required to have graphics installed on both sets of doors and any sidelights. Hotels without a vestibule must have installed, as a minimum, the “hello” and corresponding set of graphics on the doors and any sidelights. Properties with code required door decals must install the approved automatic door graphic.



When installing on doors with emergency bar, split the graphic at red dotted line. Top section of graphic goes above emergency bar. The bottom section goes below the emergency bar.





Trademark and Identity

406.03 Automatic Front Entry Graphics

The bottom edge of the automatic door graphic decal must align with the top edge of the entry graphic. The material must be 3M™ Scotchcal™ Translucent Film—European Blue with white lettering, printed on both sides and applied to one surface of the entry door.



406.04 Elevator Wrap Graphics

Reference [Standard 408.07](#) for information and illustrations pertaining to elevator wrap graphics.



Trademark and Identity

407.00 Brand Identity System

407.01 The Typefaces

Using one typeface for all communications will strengthen the visual language of the brand, create consistency across all channels, and become memorable to the consumer. We use the Hampton Frutiger typeface. All weights in the family are permissible although the preferred weights are Frutiger 45 Light and Frutiger 75 Black. General type treatments should encourage the use of lights and darks with a clear hierarchy for preferably three levels of read. Headlines should use Frutiger 75 Black, sub-headlines should use Frutiger 65 Bold, and body copy should use Frutiger 45 Light. Frutiger 55 Roman can be used for body copy when text is applied over a color or photographic background. *All lowercase letter forms are used followed by a period when words or short phrases are used as a headline.* Copy style should be simple and direct using as few words as possible—fewer words will make each one count for more.

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

a b c d e f g h i j k l m n o p q r s t u v w x y z

1 2 3 4 5 6 7 8 9 10

45 Light

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

a b c d e f g h i j k l m n o p q r s t u v w x y z

1 2 3 4 5 6 7 8 9 10

75 Black

A B C D E F G a b c d e f g

65 Bold

A B C D E F G a b c d e f g

55 Roman

A B C D E F G a b c d e f g

95 Ultra Black

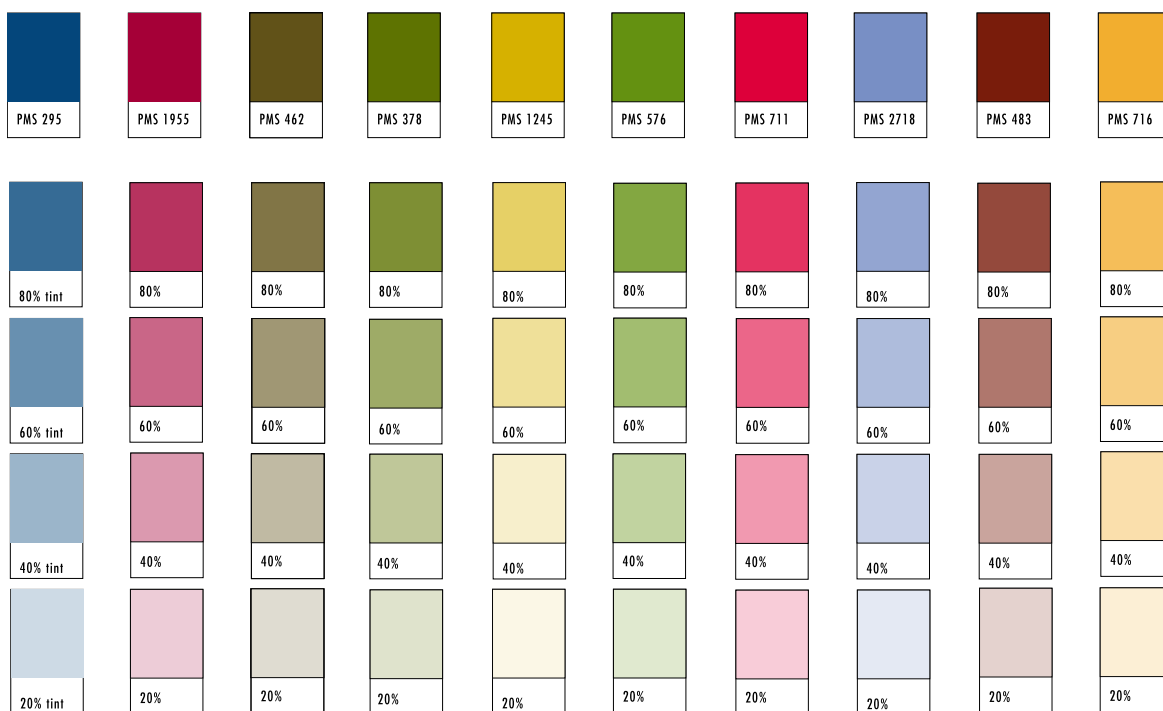


Trademark and Identity

407.02 The Color Palette

The core color palette has been selected to compliment and co-exist with a multitude of existing color palettes in the built environment. This color palette should be used throughout all communications moving forward. While blue may be dominant, we prefer to use a system of colors that visually represent Hampton and become signature to the brand. These colors can be used architecturally, in addition to print graphics, and are saturated enough to reverse type out to white. A color range of tints will allow for design flexibility on a limited print budget.

These colors are not to be used for color matching. Please pull corresponding chips from a Pantone book for accurate color.



407.03 The Pattern

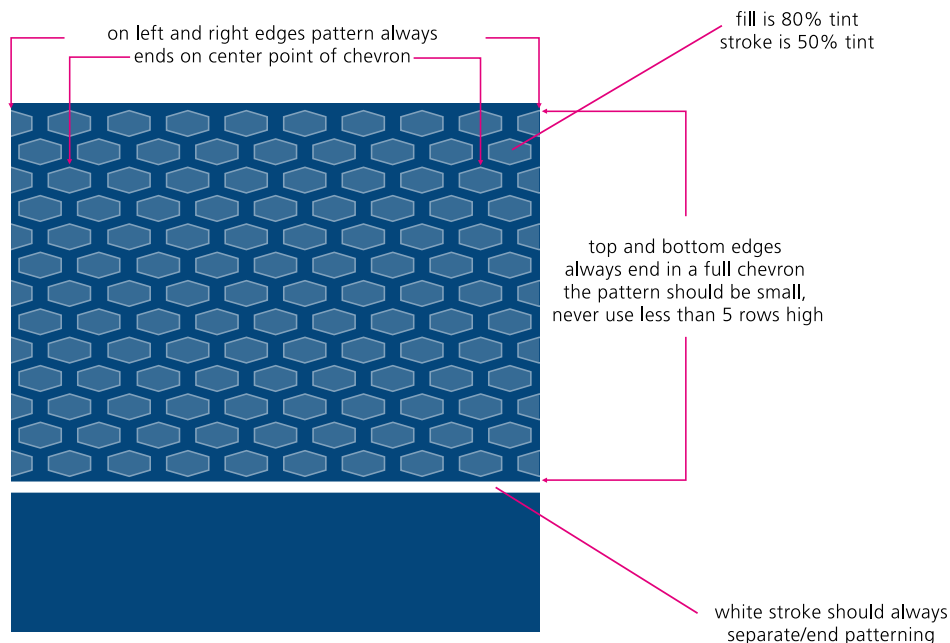
The pattern will become the most proprietary and recognizable element of the brand identity system. The pattern should be present whenever possible so that any communication piece instantly says Hampton whether or not the logo is present. The color relationships, spacing, stroke weights, and cropping should remain consistent with the following standards:

A. All patterns print:

1. Pattern is to only be used as one color—do not mix and match colors, do not use without a background.



Trademark and Identity



2. On left and right edges pattern always ends on center point of chevron
3. Top and bottom edges always end in a full chevron
4. The pattern should be small, never use less than five rows high
5. Stroke:
 - a. Stroke weight should never be thinner than .2
 - b. Stroke weight should increase proportionately
6. Chevron: The 6-sided chevron shape is always to have a tinted stroke increased proportionately with the above examples. (It is only permissible to remove stroke when using pattern as a frost or varnish on glass or plastics.)

B. Production notes:

1. 100 percent color: background color
2. 80 percent tint: chevron fill color
3. 50 percent tint: chevron stroke color



Trademark and Identity

407.04 The Image Bank



icons



agricultural products/
locally manufactures
products



local trades people



road side land marks



historic places



road side/travel imagery

We've created a library of black and white photography that is proprietary and possessed by the Hampton brand. These photographs allow you to customize your property with images that communicate the unique aspect of your region. The images were photographed to capture the essence of travel in single image shots that are clear, recognizable, and iconic in nature.

There are different banks of images for each area of the hotel, the vestibule, the front desk, and the breakfast area. The images should be chosen to provide guests with insight into your property's unique location. For instance, a shot of a child eating ice cream may speak to a local ice cream parlor, a shot of a historic street scene may speak to local shopping, and an agricultural product may speak to your area's best known crop. The images are meant to spark conversation between guests and team members for a genuine connection.



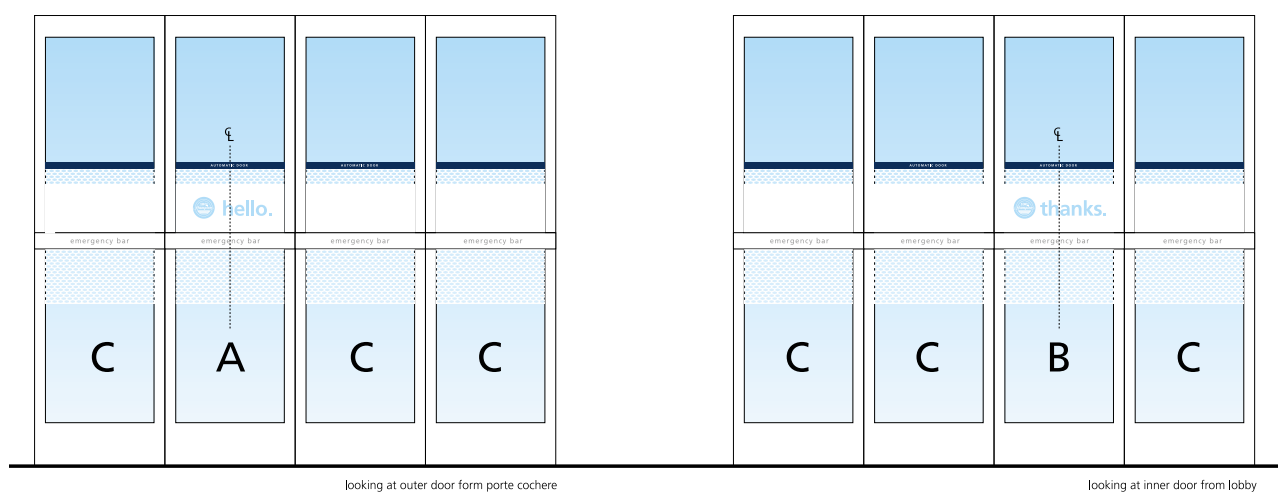
Trademark and Identity

408.00 The Welcome

408.01 Entry Door Graphics

Entry door graphics begin a dialog as the guest approaches the property. The graphics greet them with the word 'hello' and use propriety patterning to make it signature. It incorporates the guarantee symbol as our foundation statement.

The entry door graphics should be replaced if graphic becomes damaged or worn.



Production notes:

- A. Frosted 3M vinyl (die-cut) applied to first and second surface



- B. Graphic applied 1/2" above existing emergency bar on door



Trademark and Identity

408.02 Vestibule Graphics

There are a wide variety of wall configurations at our hotels. This section is intended as a general guide. Some properties may require more or less than three framed images.

- A. Remove existing wall covering and Hampton logo:
 - 1. Patch and repair drywall as required.
 - 2. Install new wall covering per manufacturer's instructions.
 - 3. Install Stylemark per manufacturer's instructions.
- B. Wallcovering and framed photography and letter forms are to be provided by the owner. All others to be provided by installer.
- C. Remove any existing chair rail.
- D. Any existing crown or base molding remains.
- E. Both walls in vestibule area are to be covered in new wall covering.
- F. Production notes:
 - 1. Images produced on Lightjet prints on Kodak Endura silver metallic stock
 - 2. Images to have a 1" bleed on all four sides



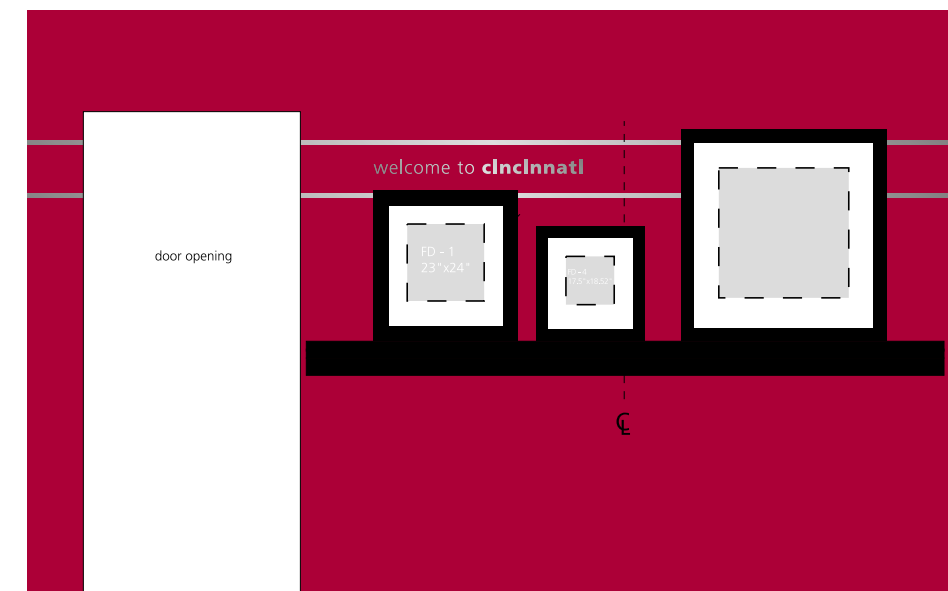


Trademark and Identity

408.03 Front Desk

The front desk presentation continues the welcome dialogue and welcomes the guest to your city. Dimensional letters with the city name combined with large black and white photos speak to the property's knowledge of the local area. There are a wide variety of wall configurations. This section is intended as a general guide. Some properties may require more or less than framed photographs.

- A. Remove existing wall covering and Hampton logo
 1. Patch and repair drywall as required
 2. Install new wallcovering per manufacturers instructions
 3. Install Stylemark per manufacturers instructions
- B. Wallcovering, framed photography, and letter forms are to be provided by owner. All other services to be provided by installer.
- C. Remove any existing chair rail. Install new per manufacturers instructions.
- D. Any existing crown or vase molding is to remain.
- E. Production notes:
 1. Images produced on Lightjet prints on Kodak Endura silver metallic stock
 2. Images to have a 1" bleed on all four sides

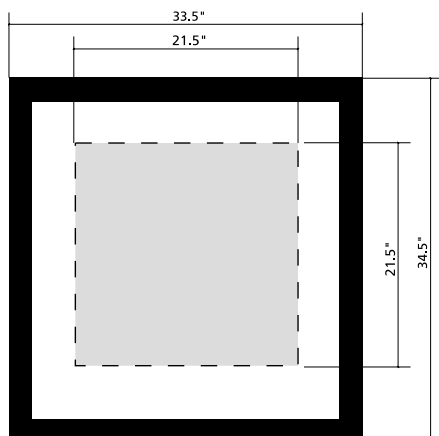




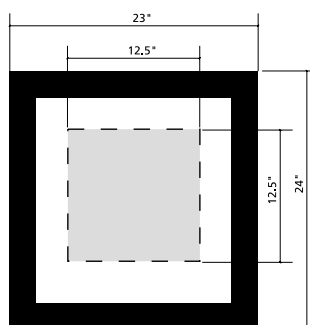
Trademark and Identity

408.04 Front Desk Framed Art

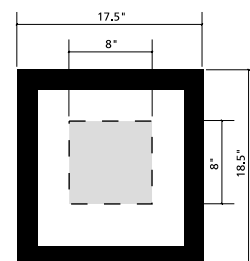
The art at the front desk should speak to the state or region's personality at a glance. The largest photograph should capture the local flavor and have a human presence. The secondary photograph should reflect aspirational travel. The tertiary photograph should speak to the region through recognizable agricultural or industrial products.



frame: FD-3, use images from FD36 collection



frame: FD-1, use images from FD24 collection



frame: FD-4, use images from FD18 collection

Production notes:

- A. Images to have a 1" bleed on all four sides
- B. Images produced as Lightjet prints on Kodak Endura silver metallic stock
- C. FD-3: Finished Frame size: 33.5" x 34.5"
- D. FD-1: Finished Frame size: 23" x 24"
- E. FD-4: Finished Frame size: 17.5" x 18.5"
- F. All frames
 1. Frame Finish: Matte Black
 2. Matte Size: 3" top & sides, 4" bottom
 3. Matte: Queen City Paper, QCP0011 Cool White, with straight edge
 4. Glass: 1/8" thick, clear
 5. Backing: Drymount 3/16" foam core
 6. Hardware: T-Shaped Security Hangers

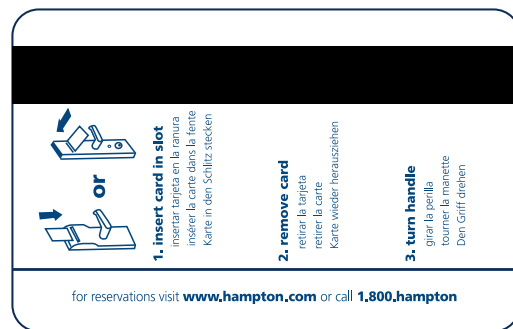
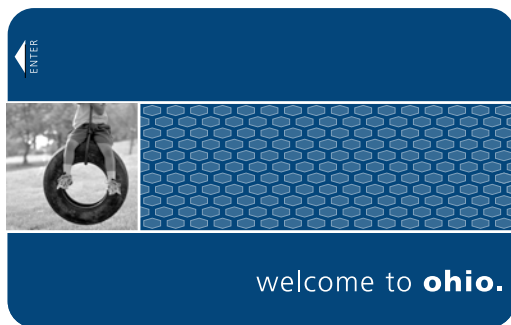


Trademark and Identity

408.05 Keycard

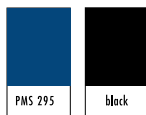
The keycards are collectible. Encourage the guest take them home. A variety of images will be used to create assortment and names of the states will add local enthusiasm.

The keycard has the name of the state in which the property resides. The keycards should be replaced if the guest takes the cards or if the cards become damaged or worn.



Production notes:

- A. Front 2-color, PMS 295 and black
- B. Back 1-color, PMS 295





Trademark and Identity

408.06 Keycard Jacket

Keycard jackets are a small, compact envelope that easily fit into a wallet, coat pocket or purse. The Guarantee is printed on it so it is easily seen.

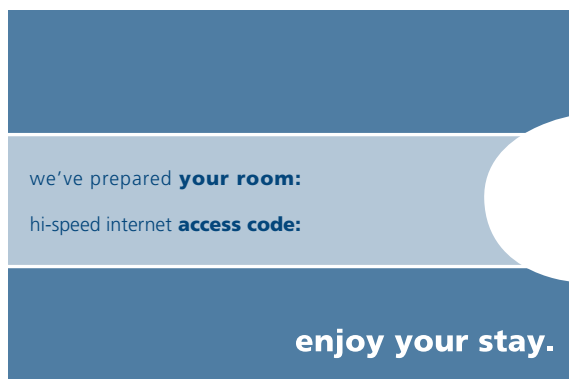
The keycard jacket should have the guest's name written on the tear-off tab attached to the front of the jacket. Write the room number and the HSIA code on the back of the jacket where indicated. One jacket should be used per guest and should not be reused. The jackets should be replaced if the jacket is damaged or worn.

Production notes:

- A. 1-color print, PMS 295
- B. 1" perforated tab for guest name/check-in



front of jacket



back of jacket

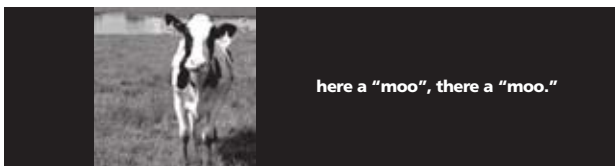


Trademark and Identity

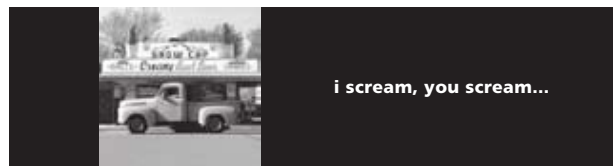
408.07 Elevator Door Graphic

An elevator graphic as manufactured by Harlan Graphics is to be installed in each public elevator. There are four elevator images to choose from in a package. These images should be rotated; the image may change quarterly upon properties' discretion. The elevator graphics should be replaced if the graphics become damaged or worn. (See OnQ Insider > Hampton Brand *Make It Hampton Product Reorder Catalog* for ordering information.)

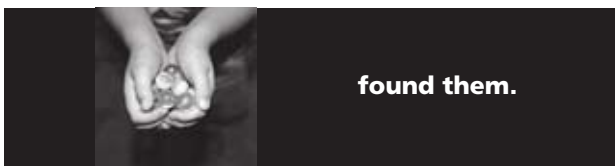
Graphic to be 12"h x width of door plus 2" each side. Graphic to be centered on door opening, mounted 4'-6" A.F.F. to the bottom, and trimmed of any access at left and right sides. Lettering to be Frutiger font, 75 black. No other artwork or marketing material will be allowed within the elevator cab.



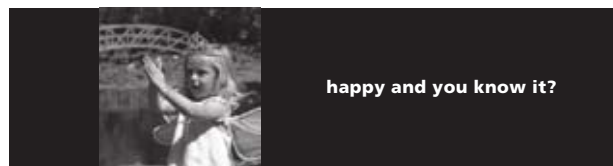
GR-1.6M



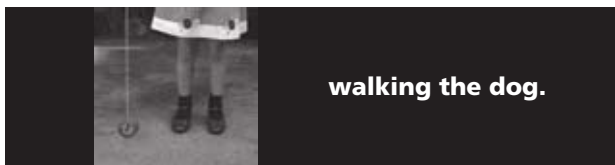
GR-1.6N



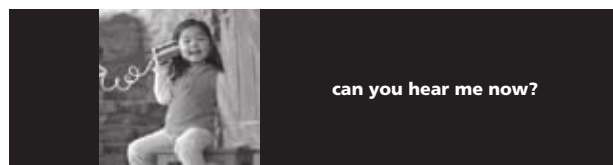
GR-1.6O



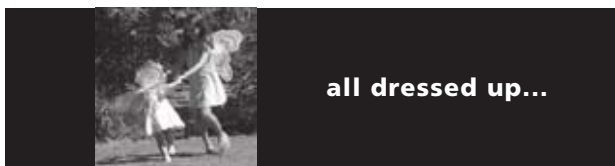
GR-1.6P



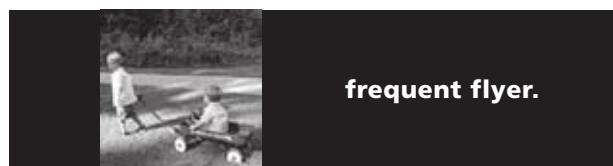
GR-1.6Q



GR-1.6R



GR-1.6S



GR-1.6T



Trademark and Identity

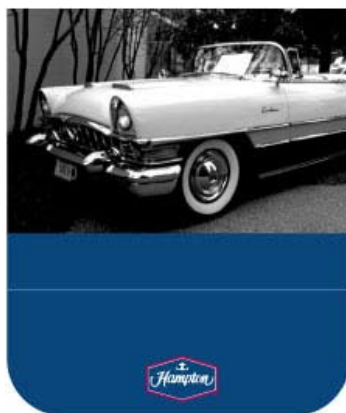
408.08 Name Tags

The “i am hampton collection” name tag displays either a personal photograph or one of a variety of iconographic images to add a sense of personality to the name tag. These images may spark a conversation between the guest and the employee. The team member’s name and a phrase indicating a personal interest are customized at property level with a P-touch label system using clear labeling with white lettering only.

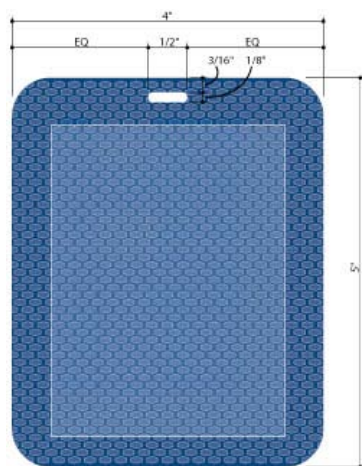
Off-property name tags may be worn by management-level team members. The name tag must include team member’s name, home city and state. A title is optional. No other designs are permitted.

The name tags should be replaced if the tags become damaged, worn, or illegible.

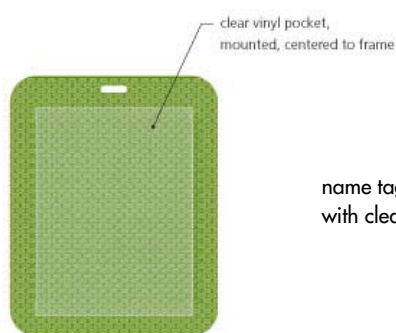
front



back



GR01A - blue (front)



GR01B - green (front)



GR01C - orange (front)

name tag frame
with clear pocket



Trademark and Identity

408.09 Welcome Mat

Our welcome mat rolls out the red carpet for the guest. It displays a signature welcome that begins at the front door and carries the brand message.

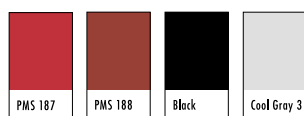
The welcome mat should be replaced if the mat becomes damaged or worn.



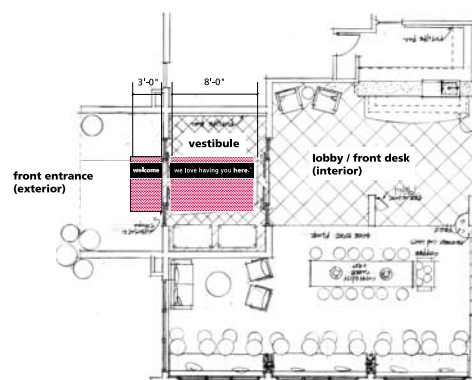
Drawing Scale: 1/2"=1'-0"

Production notes:

A. Print colors



B. Digital print on walk-off mat (standard stock)



Drawing Scale: 1/8"=1'-0"



Trademark and Identity

408.10 Vehicle Specifications and Van Wraps

Guest transportation vehicles should be as proprietary, impactful, and easily recognized as Hampton. All van options reflect the customer experience at the property for instant brand recall. The vans shown are available for all Hampton Inns and Hampton Inn & Suites for transportation. Designs A, B and C cannot be used with other sister or competitor brands.

A. Body Color

The body color of all newly acquired vehicles to be used for the transportation of guests must be metallic silver or white. The rims of the wheels must be silver and/or chrome in color. All non-integrated bumpers must be chrome. Refer to the vehicle painting illustration for the appropriate designs and colors.

B. Graphic Identification

1. Vans

The Hampton van must be one of the proprietary designs as described and illustrated below. The vehicle markings must be a high performance vinyl that has been printed with solvent inks and laminated with UV protection. The colors must match the Pantone Matching System colors as specified in the artwork. Windows are printed with Clear Focus vision materials, printed with solvent ink and laminated with optical clear UV protection.

Hampton Inn/Hampton Inn & Suites blue Pantone 280

NOTE: Options A through C are available for all Hampton Inns and Hampton Inn and Suites for transportation. These options cannot be used with other sister or competitor brands.

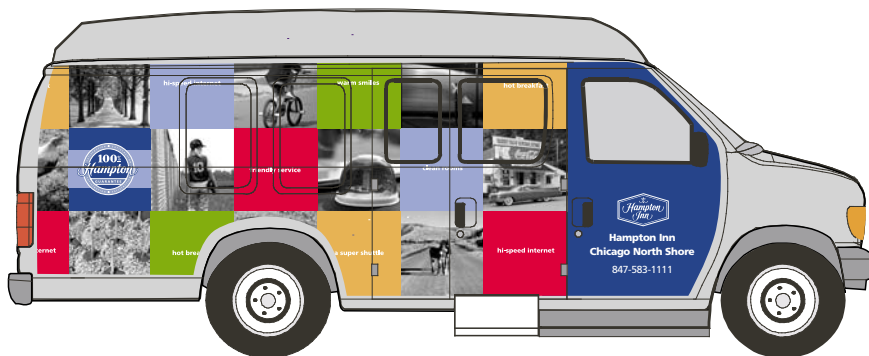


option a

a. Option A print colors: blue PMS 280; orange PMS 716



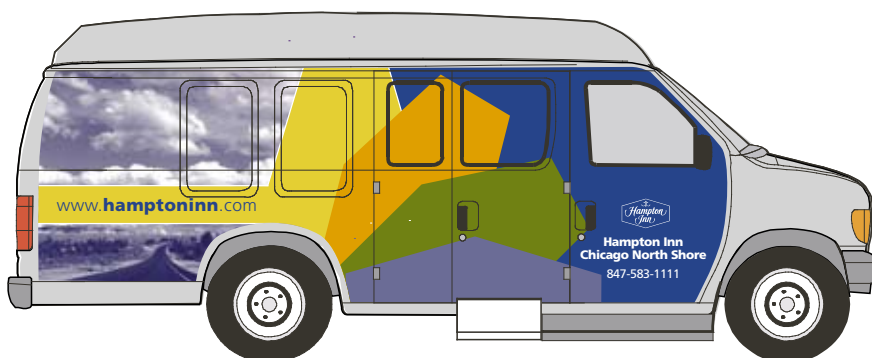
Trademark and Identity



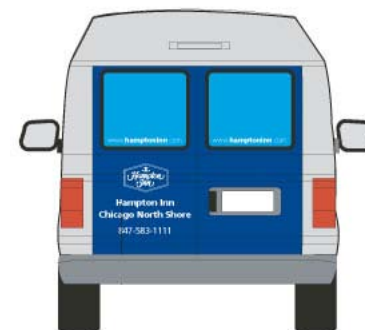
option b



- b. Option B print colors: blue PMS 280; light blue PMS 7452; green PMS 377; orange PMS 722; red PMS 711



option c



- c. Option C print colors: blue PMS 280; yellow PMS 117; orange PMS 7414; green PMS 5757; dark blue PMS 5275



option d



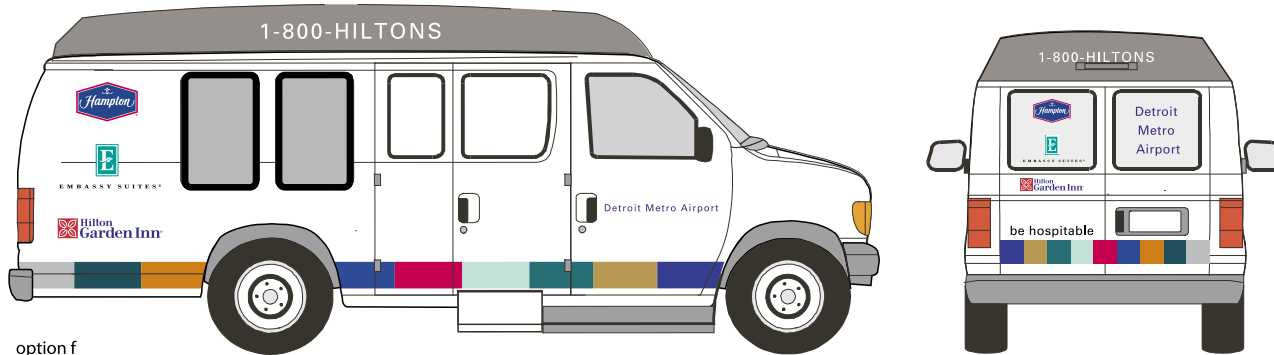
- d. Option D print colors: blue PMS 280; light blue PMS 7452; green PMS 377; orange PMS 722; red PMS 711. Van option D is approved for Hampton Inns and Hampton Inn and Suites that will be sharing their van with one competing brand.



Trademark and Identity



- e. Option E print colors: blue PMS 280; light blue PMS 7452; green PMS 377; orange PMS 722; red PMS 711. Van option E is approved for Hampton Inns and Hampton Inn and Suites that will be sharing their van with two competing brands.



- f. Option F colors: Van option F is approved for Hampton Inns and Hampton Inn and Suites that will be sharing their van with a Hilton family brand.

2. Other Vehicles

Station wagons and mini-vans that are used by the property must meet the same standards as above.

- Graphics must to be altered to fit selected vehicles.
- Altered graphics must be approved by Hampton Brand Management.



Trademark and Identity

408.11 Guarantee Plaque

Stamped in metal, the Hampton Guarantee plaque signals that our Guarantee is a promise we are going to keep. It is mounted directly to the countertop at guest check-in so it is easily seen at our guest's first point of interaction.

The guarantee plaque should be replaced if it becomes damaged, worn, or illegible.

Production notes:

- A. Acid etched metal plaque on .064" Zinc
- B. Semi-permanent adhesive backing
- C. Mount directly to top surface of front desk



408.12 Guest Access Device Direction Sticker

This sticker is placed on the back of the guest access device. It gives the guest directions on how to use this device to connect to the Internet.

The guest access device direction sticker should be replaced if the sticker becomes damaged, worn, or illegible.

Production notes:

- A. 1-color print, PMS 295



- B. Matte stock sticker
- C. Medium weight adhesive

1. Starting with your computer off, connect the CAT5 cable from the GAD to the ethernet port on your computer. Plug the GAD into an electrical outlet or your computer's USB port (whichever is appropriate).
2. Turn on your computer.
3. Launch your web browser.
4. Enter the access code provided to you at the front desk and accept the terms of use to start browsing on the internet.

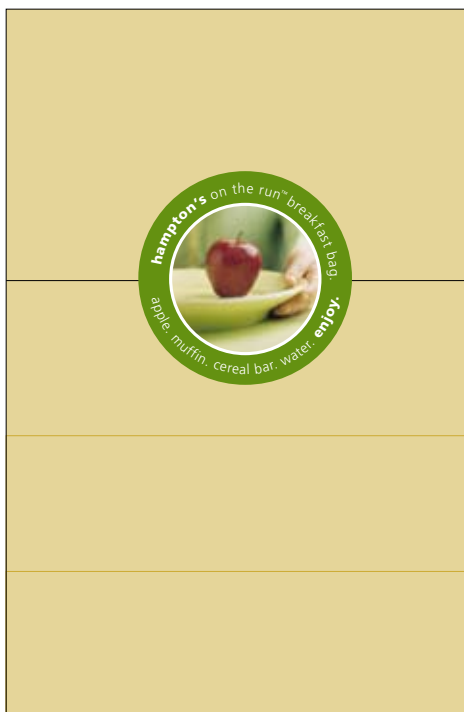


Trademark and Identity

409.00 The Breakfast

409.01 Hampton's On the Run™ Breakfast Bags

A plain brown bag is used for Hampton's On the Run breakfast bag.



Hampton's On the Run breakfast bags must be placed on the front desk kiosk. The top of Hampton's On the Run breakfast bags must be folded down approximately 3" (see illustration). To ensure freshness bag must not be offered for more than two days. The breakfast bags should be replaced if the bags become damaged or worn.

Production notes:

- A. Size: #8; 6¹/₈" x 4¹/₆" x 12⁷/₁₆"
- B. Type: 35# Natural Kraft, 500/case
- C. Sysco approved bag item numbers: 5113410, 4087680, 1456409, 4014486, 6546931, 5760376, 5039888, 4087680



Trademark and Identity

409.02 Hampton's On the Run™ Breakfast Bag Stickers

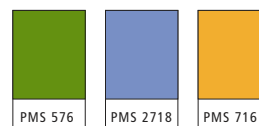


Hampton's On the Run bag stickers were created to seal the breakfast bags for a more uniform presentation. Images are used to create taste appeal and bring recall of the larger Hampton's On the House® breakfast experience they may not have had time to experience.

The Hampton's On the Run bag stickers should be placed centered in the bag—see [diagram at 409.01](#). The breakfast stickers should be replaced if the stickers become damaged or worn.

Production notes:

- A. 4-color CMYK sticker; green to match PMS 576, light blue to match PMS 2718, orange to match PMS 716
- B. Stickers print on matte stock
- C. Size: round 2³/₄"
- D. Medium weight adhesive
- E. 3 different images are part of the set



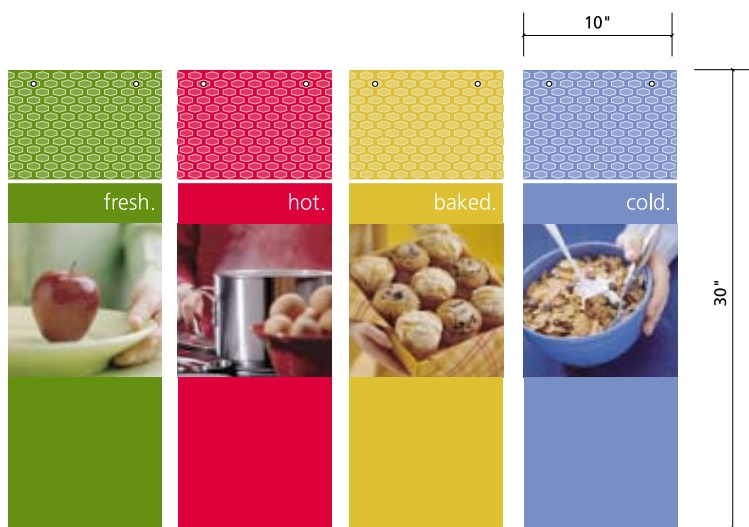


Trademark and Identity

409.03 Zone Signs

These signs are intended to provide the guest with clear, direct choices, create an attitude and show food products that are difficult to see. The signs incorporate photography that communicate quality, have taste appeal, and have a human presence. Short banners are used at properties where over counter cabinets and clearance prohibit use of the tall signs.

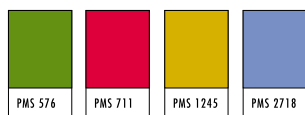
The zone signs are hung on 's' hooks. All zone signs in the breakfast area are color coded. Zone signs should be hung in appropriate zones (fresh = green, hot = red, baked = gold, and cold = blue). The zone signs should be replaced if the signs or the holes become damaged or worn.



tall zone signs

Production notes:

- A. Print colors:
Background prints 100 percent color,
pattern 80 percent fill with 50 percent stroke



- B. Lightjet print on Kodak Endura silver metallic stock with low gloss laminate mounted two sides to 1/8" sintra
- C. 3/8" holes drilled at top to hang on 's' hooks from stand



short zone signs



Trademark and Identity

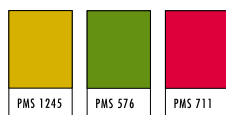
409.04 Romance Cards

These cards speak to the care and quality that Hampton has put into feature food items. Punched holes at the top center of the cards allow them to hang from wire stands. This system provides ease in changing the cards daily and prevents damage to the cards.

Romance cards are hung on the romance card sign holders. The fresh fruit card are from hooks on the fresh fruit bowl stand. For items in the two-tiered wire racks, cards may be placed on adjacent hooks. All other cards should be placed in the appropriate zone near the specified breakfast item. The romance cards should be replaced if the cards become damaged or worn.

A. Production notes:

1. Print colors:



2. Lightjet print on Kodak Endura silver metallic stock with low gloss laminate

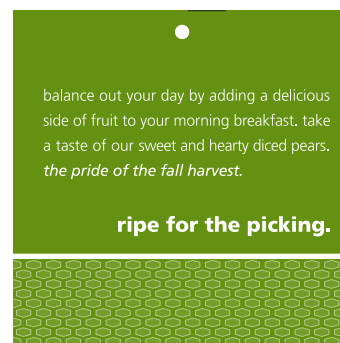
3. Mount to .030 white styrene 1/4" hole punched in the center, 1/4" from the top

4. Each property should get: two (2) sets for a total of 24 cards

B. Other romance cards

1. baked:

- a. donuts
- b. coffee cakes
- c. crumb cake
- d. cinnamon rolls
- e. muffins
- f. bagels
- g. danish



2. fresh:

fresh fruit

3. hot:

- a. big cheese
- b. great eggs and ham
- c. little bit country
- d. opening act
- e. original gridiron
- f. real crowd pleaser
- g. toast of the town
- h. top of the morning





Trademark and Identity

409.05 Framed Art

Art in the breakfast area should be added to support the storyline and enrich the breakfast experience. Three sizes are available for varying spatial configurations. Artwork is not mandatory if over the counter cabinets exist.

The image or frame should be replaced if either becomes damaged or worn.

Production notes:

- A. Images to have a 1" bleed on all four sides
- B. Images produced as Lightjet prints on Kodak Endura silver metallic stock
- C. Finished Frame size: 33.5" x 34.5"
- D. Frame Finish: Matte Black
- E. Matte Size: 3" top & sides, 4" bottom
- F. Matte: Queen City Paper, QCP0011 Cool White, with straight edge
- G. Glass: 1/8" thick, clear
- H. Backing: Drymount 3/16" foam core
- I. Hardware: T-Shaped Security Hangers





Trademark and Identity

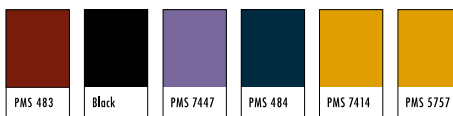
409.06 Coffee Wraps

Photography on the coffee wrap is used to add a humorous “wink,” signal a quality product, and integrate visually with the Hampton brand identity system. Wraps on the airports, in combination with the zone sign, speak to the proprietary and unique nature of the Hampton coffee initiative.

Coffee wraps are available in two sizes: 1.5 gallon and 1 gallon. The wraps you select depend on the coffee brewer used at your properties. The wraps are placed on the appropriate pots. The images on the wraps should be placed centered over the spout of the pot. The Velcro closure should be on the back so it is not seen by the guest. The coffee wraps should be replaced if the wraps become damaged or worn.

Production notes:

- A. 3-color print:
- B. Velvet Lexan stock
- C. Velcro closure

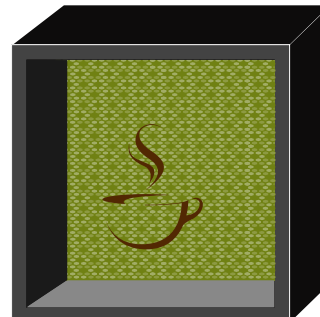
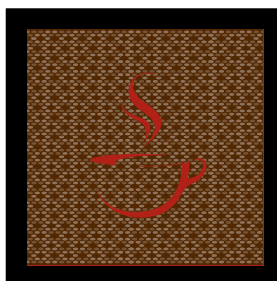
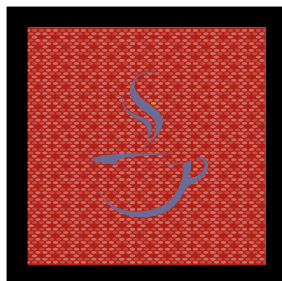




Trademark and Identity

409.07 Coffee Graphics

These three frames must be installed in a horizontal row on the wall behind the coffee serving table. Space closely and hang together as one artwork installation. These frames replace the coffee zone sign. Frames are provided by Artonomy.



Production notes:

A. Print color:



B. Frame glass

1. Black shadow box frame
2. Cut vinyl—three colors mounted second surface on glass

C. Frame background

Lightjet print three background colors on Kodak Endura Silver Metallic stock

409.08 Coffee Cup

The coffee cup is a marketing tool for the brand since it is a key piece of collateral leaving the property. Graphics have maximum impact with minimal ink coverage to keep cost down. Verbiage on the cup brings recall to the *On the House*® breakfast experience.



16 oz. PerfectTouch cup



10 oz. foam cup



10 oz. PerfectTouch cup

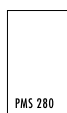


Trademark and Identity

The size of the cup selected is at the property's discretion. The cups are to be placed in the cup holder. The holder is to be located in the coffee zone next to the coffee dispensers. The cups should be replaced if the cups become damaged, worn, or supplies run out.

Production note:

1-color with tints, PMS 280



409.09 Juice Machine Graphics

The photography is used to create taste appeal, signal a quality product, and integrate visually with the Hampton brand identity system.

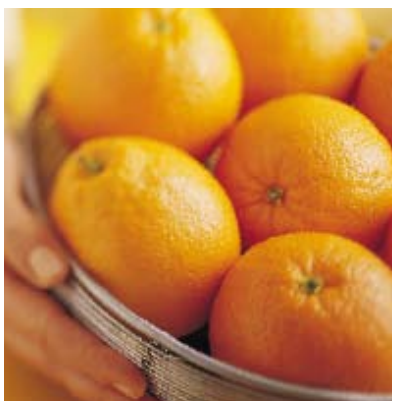
The graphics are supplied with the machine. The plastic faces must be cleaned regularly as needed. The graphics should be replaced if the graphics become damaged or worn.

Production notes:

A. Print color:



B. Digital output



juice.

2-head machine



juice.

4-head machine



Trademark and Identity

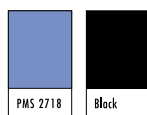
409.10 Milk Dispenser Graphics

The photography adds a humorous wink, signals a quality product, and integrates visually with the Hampton brand identity system.

The milk pitcher graphics are adhered to the lower front of the pitcher. The milk machine graphics should be centered on the machine over the appropriate dispenser. The refrigerator graphic should be centered near the top of the refrigerator glass door. The ice bath graphic should be hung on a romance card holder. Pitcher graphics, milk machine graphics, and refrigerator graphics should be cleaned as needed. The graphics should be replaced if the graphics become damaged or worn.

Production notes:

- A. 2 color print,
PMS 2718 and black



- B. Pitcher graphics:

1. Velvet Lexan material
2. Adhesive Back

- C. Refrigerator graphic: Pumpskin material backed with adhesive

- D. Milk machine: Pumpskin material backed with adhesive

- E. Ice bath:

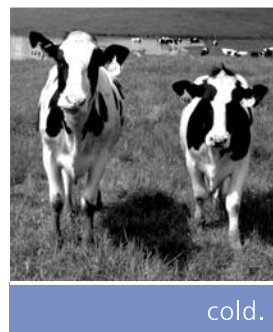
1. Lightjet print on Kodak Endura silver metallic stock with low gloss laminate
2. Mount to .030 white styrene
3. 1 hole punched in the center, 1/4" from the top



milk machine graphic



milk machine graphic



refrigerator graphic



ice bath graphic



pitcher graphic



pitcher graphic



Trademark and Identity

409.11 Cereal Dispenser Graphics

A. Wraps

Wraps are used to add color and an extra wink to the bulk cereal dispenser. A Velvet Lexan material is used for its durability and waterproof qualities. A Velcro closure is used so that wraps may be changed when cereal changes.

Velcro the cereal wraps around at the top of the cereal dispenser tube. The Velcro should be tight so that the wrap does not fall. The wraps should be cleaned as needed. The wraps should be replaced if the wraps become damaged or worn.

1. Production notes:

- a. 1 color print,
PMS 2718



- b. Velvet Lexan material
- c. Velcro closure

Kellogg's® Frosted Mini-Wheats®... what's your favorite side?... Kellogg's® Frosted Mini-Wheats®...

two scoops®... Kellogg's® Raisin Bran™... two scoops®... Kellogg's® Raisin Bran™... two scoops®...

Kellogg's® Frosted Flakes®... they're gr-r-reatl!®... Kellogg's® Frosted Flakes®... they're gr-r-reatl!®...

always apple-y delicious... Kellogg's® Apple Jacks®... always apple-y delicious... Kellogg's® Apple Jacks®...

Snap. Crackle. Pop.®... Kellogg's® Rice Krispies®... Snap. Crackle. Pop.®... Kellogg's® Rice Krispies®...

be heart smart... Kellogg's® Special K®... be heart smart... Kellogg's® Special K®... be heart smart...

way too good to share... Kellogg's® Froot Loops®... way too good to share... Kellogg's® Froot Loops®...

simply delicious... Kellogg's® Corn Flakes®... simply delicious... Kellogg's® Corn Flakes®... simply delicious...

gotta have your pops... Kellogg's® Corn Pops®... gotta have your pops... Kellogg's® Corn Pops®...

Kashi... 7 whole grains on a mission™... Kashi... 7 whole grains on a mission™... Kashi... 7 whole grains on a mission™...

Wraps



Trademark and Identity

B. Cards

Cards fit the cereal box dispenser and the stands for the cereal fish bowls.

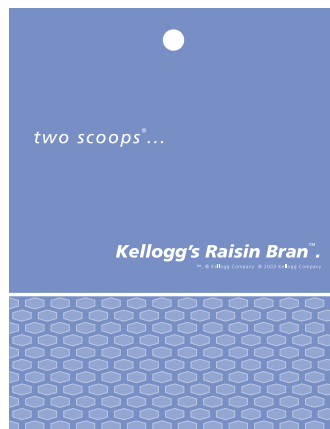
The cards should be replaced if the cards become damaged or worn.

Production notes:

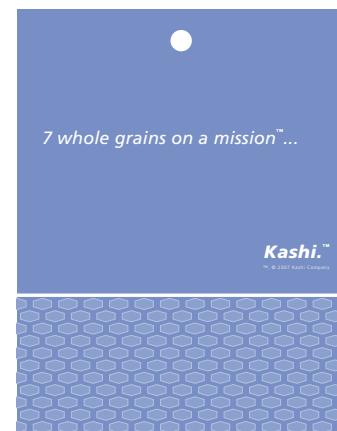
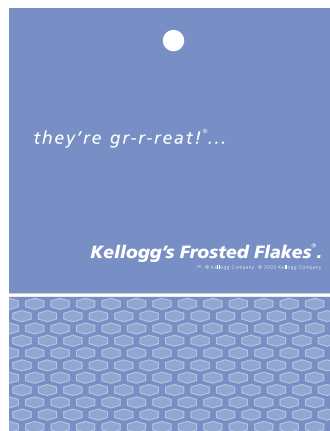
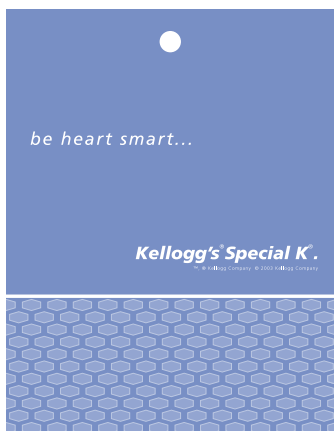
1. 1 color print, PMS 2718



2. Lightjet print on Kodak Endura silver metallic stock with low gloss laminate
3. Mount to .030 white styrene
4. 1 hole punched in center, 1/4" from top



Cards





Trademark and Identity

409.12 Turn-and-Serve Graphic

The turn-and-serve graphics add a wink and provide direction on the turn and serve containers. The graphics are color-coded to match the zone where they reside.

The graphics are supplied on the turn-and-serve dome. The dome and graphics should be cleaned as needed. The domes should be replaced if the domes and/or graphics become damaged or worn.

Production notes:

A. 1 color print



B. CalMil turn and serve dome

C. Arrows will be silk screened directly onto dome for rollout.





Trademark and Identity

409.13 Utensil Container Graphics

Utensil container graphics clearly illustrate the containers contents and add color to the overall breakfast display. Graphic bands are color-coded to reside in their respective zones.

The utensil graphics should be adhered to the utensil bain maries. Bain maries and graphics should be cleaned as needed. The wraps should be replaced if the wraps become damaged or worn.

Production notes:

- A. 2 color print
- B. Velvet Lexan material
- C. Adhesive back



cold zone



fresh zone



fresh zone



hot zone



hot zone



baked zone



coffee zone



coffee zone



Trademark and Identity

409.14 Condiment Container Graphics

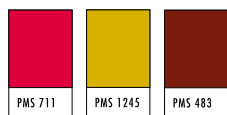
These cards add color to the breakfast display and provide the guest with clear choices. Punched holes at the top center of the cards allow them to hang from wire stands which fit into the condiment bowls. This system provides ease in changing the cards daily and prevents damaging the cards.

The condiment graphics are placed on the small sign holders which are placed in the appropriate bowls. The cards should be replaced if the cards become damaged or worn.



Production notes:

A. 1 color print



B. Lightjet print on Kodak Endura silver metallic stock with low gloss laminate

C. Mount to .030 white styrene

D. 1 hole punched in the center, 1/8" from the top



Trademark and Identity

409.15 Breakfast Informational Signage

The breakfast informational signage identifies Hampton's On the House® breakfast and announces the hours of operation. Signage must be framed and mounted in a vertical column directly to the wall adjacent to the breakfast serving area.

New properties can order frames with the graphics already in place. Existing properties should remove the breakfast hours panel and slip into the new frame.

Black frames are provided by Artonomy.

Production notes:

- A. One color print, black



- B. 14" x 14" Chemetal #909 Satin Silver Aluminum Laminate with Phenolic Backer
C. Graphics screen printed semi-gloss black applied directly to Chemetal laminate





Trademark and Identity

409.16 Hot Water Airpot Wrap

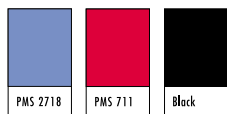


Hot water airpot graphics clearly illustrate the contents of the containers and add color to the overall breakfast display. Graphic bands are color coded to reside in their respective zones, cold and hot.

The hot water airpot wraps must be placed at the top edge of the stainless steel portion of the airpot. Wraps should be cleaned as needed. The wraps should be replaced if the wraps become damaged or worn.

Production notes:

- A. 2 color printing, options are PMS 2718, PMS 711, and black



- B. Velvet Lexan material
C. Adhesive back



Trademark and Identity

409.17 Front Desk Lamp Kiosk Sign

The signs hang on the front desk lamp to inform customers of the Hampton's On the Run™ Breakfast Bags available Monday through Friday, 5:30-10 a.m. The reverse side highlights the Hampton Bedding Experience.

The sign should be hung on the 's' hooks on the front desk lamp kiosk. During breakfast hours, when the Hampton's On the Run™ bags are on the kiosk, the sign should display the front side (see illustration). During all other hours the sign should display the back side (see above) of the sign to promote the Hampton Bedding Experience. The signs should be replaced if the signs become damaged or worn.

Production notes:

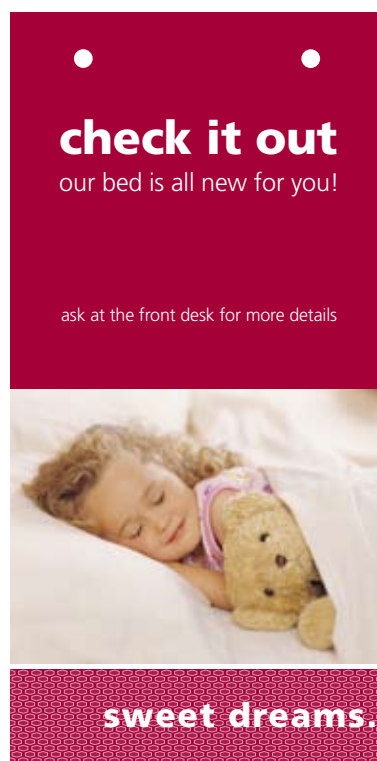
- A. Three color print, PMS 576, PMS 295, and black



- B. Lightjet print on Kodak Endura silver metallic stock with low gloss laminate mounted two sides to 1/8" sintra
- C. 3/8" holes drilled at top to hang on 's' hooks from stand



front.



back.



Trademark and Identity

409.18 Juice Wraps

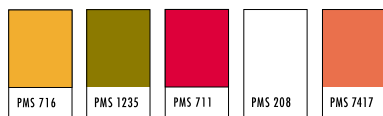
Juice wraps use photography to communicate what flavor juice is in the pitcher, signal a quality product and integrate visually with the Hampton brand identity system.

The juice wraps should be placed at the lower front of the pitchers with the Velcro closure on the back as to be unseen by the guest. The wraps should be replaced if the wraps become damaged or worn.



Production notes:

A. Print colors:



B. Velvet Lexan material

C. Velcro closure



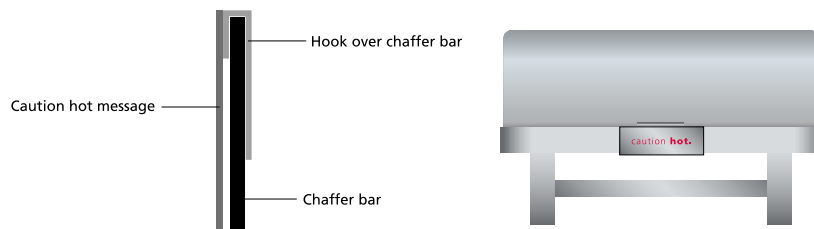
Trademark and Identity

409.19 "Caution Hot" Signs

A "caution hot" sign is used on the chaffing dish. The "caution hot" sign should hook over the chaffer bar. The signs should be replaced if the signs become damaged or worn.

Production notes:

Print on metallic
surface with PMS 711

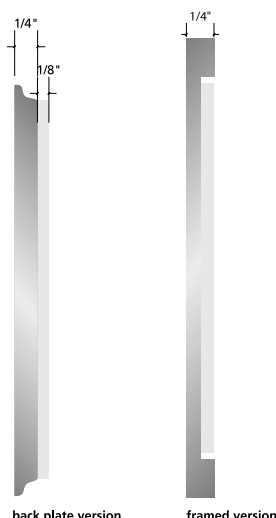




Trademark and Identity

410.00 The Guest Room

410.01 Room Numbers



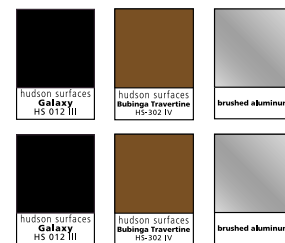
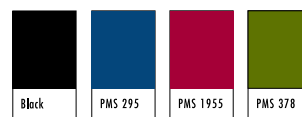
Travel related images and a welcome message are added to the guest room doors for a level of personalization and a feeling of welcome. Hampton guests are more than just a number.

Room numbers are available in two different mounting options, framed or backplate mounting, and three different finish options. Both options (mounting and finish) should be selected to match the theme in your hotel. There are also four color options for the graphic inserts. Please see production notes below for a list of choices.

Room numbers should be replaced when they are damaged or the numbers are no longer able to be read.

A. Production notes:

1. Two colors with tints
2. Room numbers available in the four colors (PMS 295, 1955, 378, and black)
3. Graphic applied second surface of 1/8" Plexiglas
4. Framed room numbers available in three different frame colors (Hudson Surfaces, galaxy; Hudson Surfaces, bubinga travertine; brushed aluminum)
5. Backplate room numbers available in three different frame colors (black, brown, and silver)
6. Numbers are to be white gravatac letters applied first surface





Trademark and Identity

7. Braille to be matched to room number and applied to Plexiglas by vendor
 8. Graphic to be LightJet print on Kodak Endura silver metallic paper mounted to second surface of 1/4" Plexiglas
- B. Below are the 36 images that are approved to use on the guest room door signs.



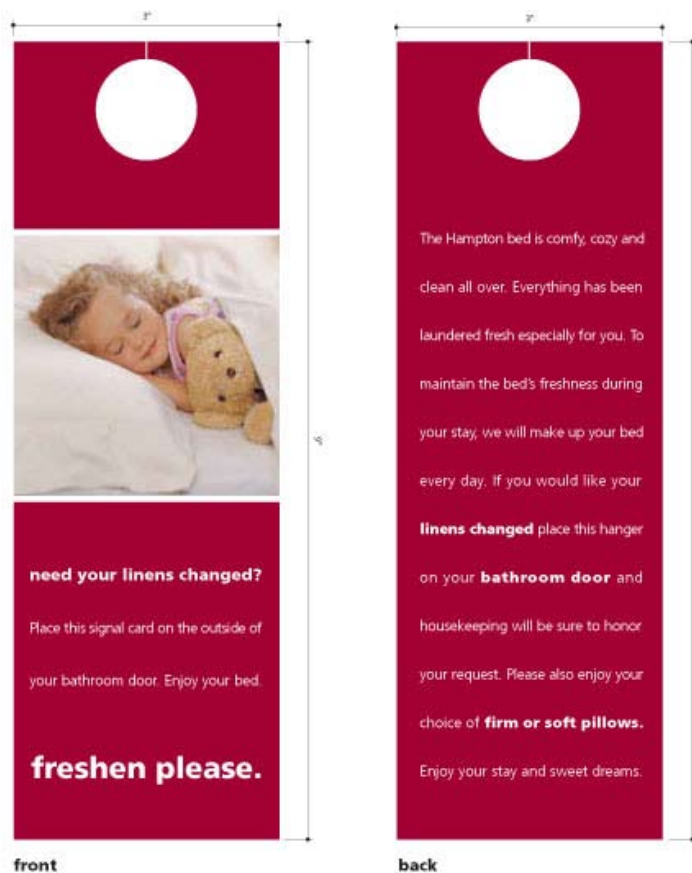


Trademark and Identity

410.02 "freshen please" Service Signal

A red "freshen please" service signal goes on one bed in each room. See [Standard 309.09](#) for placement information.

The card should be replaced if the guest takes the card from the room or if the card becomes damaged or worn.





Trademark and Identity

410.03 Privacy Hang Tags



knob style privacy tags



keyless style privacy tags

Hang tags with images of people add an unexpected sense of personality to a common piece of hotel collateral. A series of four images captures a cross-section of our guests and will add a smile to guests faces when passing through our corridors.

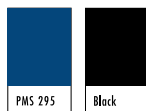
The privacy hang tags are to be on every guest room door in the hotel. There are four images used on the hang tags. These images should be spread throughout the hotel. The hang tags should be replaced if the guest takes the tags from the room or if the tags become damaged or worn.



Trademark and Identity

Production notes:

- A. 2-color print, PMS 295 and black



- B. Print on 20pt. double white opaque matte transalloy
- C. Knob style tag is 2.41" by 7.25"
- D. Keyless style tag is 2.625" by 4.867"

410.04 Amenities

NOTE: Effective April 1, 2008, an oval bottle shape for all bottled items will be introduced and become available with a rolling change.

A. Standard Amenities

Our proprietary amenities line that is upscale and an unexpected delight. The amenities line reinforces the "purity basics" name through the use of transparent, clean and simple packaging with images that reinforce the notion of "refresh and recharge."

Minimum standards require that each guest bathroom contain a facial soap, a body soap, a shampoo and a moisturizer. Every item should be replaced if they have been partially used or they have been removed from the room.

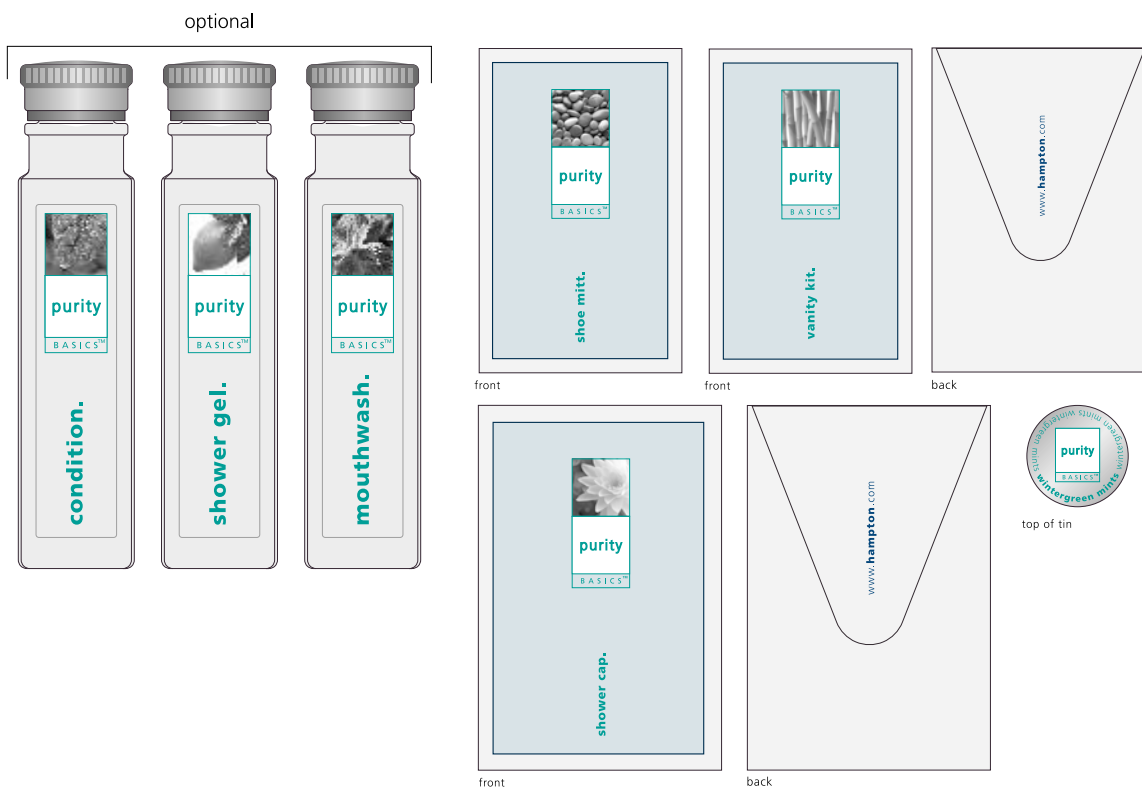




Trademark and Identity

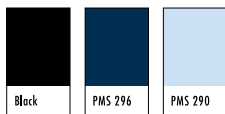
B. Optional Amenities

Properties may also choose to offer conditioner, mouthwash, shower gel, shower cap, vanity kit, and shoe mitt, if desired. Shoe mitt, vanity kit, shower cap, and mints are optional additions to the standard amenities line. These items should be replaced if they have been partially used or they have been removed from the room.



C. Production notes:

Print colors





Trademark and Identity

410.05 Amenities Tray

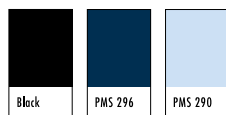


The amenities tray gives a physical presence to the amenities by giving them a backdrop. The “forget something?” message is incorporated into the presentation for reduced clutter. Verbiage for the message creates a dialogue with the guest.

The amenities shelf must be placed on the vanity in the guest bathroom. The shelf needs to hold the minimum required amenities described in [Standard 410.04A](#). The shelf should be replaced if the guest takes the shelf from the room or if the shelf becomes damaged or worn.

Production notes:

Print colors





Trademark and Identity

410.06 Channel Guide

The channel guide is an invitation to relax and provides information of the local area by incorporating the top three-five restaurant recommendations on the back side.

The channel guide should contain a listing of all the local channels the hotel receives. The channel guide should be replaced if the guest takes the guide from the room or if the guide becomes damaged or worn.

Production notes:

- A. Template pre-printed
1-color, PMS 295



- B. Template imprinted with
second color with hotel
information



- C. 80lb. Luna matte cover
with 5 mil laminate

- D. Size: 2.625" by 8.5"

local channels:	
1 Weather channel	44 Weather channel
2 CNN	45 CNN
3 ESPN	46 ESPN
4 NBC	47 NBC
5 Headline News	48 Headline News
6 Fox	49 Fox
7 PBS	50 PBS
8 Discovery	51 Discovery
9 WGN	52 WGN
10 CBS	53 CBS
11 CNBC	54 CNBC
12 ABC	55 ABC
13 Showtime	56 Showtime
15 Showtime 2	57 Showtime 2
16 Showtime 3	58 Showtime 3
17 TNT	59 TNT
18 TBS Superstation	60 TBS Superstation
21 Cartoon Network	61 Cartoon Network
22 TLC	62 TLC
23 USA	63 USA
24 Weather channel	64 Weather channel
25 CNN	65 CNN
26 ESPN	66 ESPN
27 NBC	67 NBC
28 Headline News	68 Headline News
29 Fox	69 Fox
30 PBS	70 PBS
31 Discovery	71 Discovery
32 WGN	72 WGN
33 CBS	73 CBS
34 CNBC	74 CNBC
35 ABC	75 ABC
36 Showtime	76 Showtime
37 Showtime 2	77 Showtime 2
38 Showtime 3	78 Showtime 3
39 TNT	79 TNT
40 TBS Superstation	80 TBS Superstation
41 Cartoon Network	81 Cartoon Network
42 TLC	82 TLC
43 USA	83 USA

local channels

local restaurants:
<p>Pizza Hut 9999 W. Braker Lane p 512 555 5555</p> <p>Friday's p 512 467 9574</p> <p>Bennigan's 842 W. Braker Lane p 512 290 5552</p>
<p>Hampton Inn Austin 3908 W. Braker Lane Austin, TX 78759 p 512 349 9898 f 512 349 9494</p>

local restaurants



Trademark and Identity

410.07 Note Pads

Personality and proprietary value is added to the note pads by naming them "thought pads." We've incorporated the Web address and phone number to items that are likely to leave the property with the guest. The 4.25" x 4.25" note pads are to be placed in the guest rooms. The note pads should be replaced if the guest takes the pads from the room or if the pads become damaged or worn..

Production notes:

- A. All note pads 1-color print, PMS 295

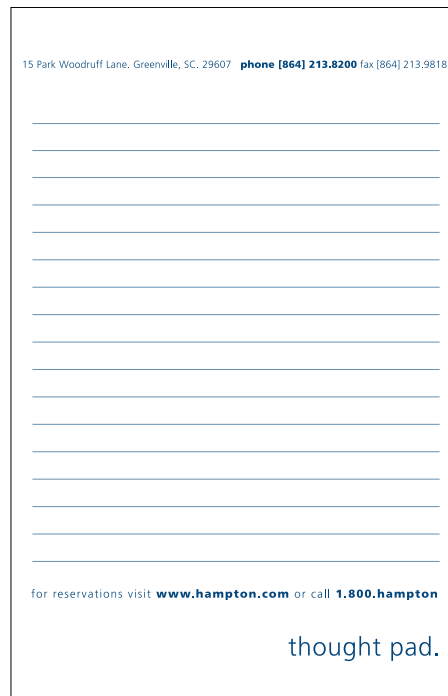


- B. Meeting room note pad:

1. 15 sheets per pad with chipboard back
2. Cover stock 75# High Bulk
3. Paper stock 15# bond
4. Size: 5.5" by 8.5"

- C. Large fold-over note pad:

1. 10 sheets per pad with chipboard back and gummy adhesive top
2. paper stock 20# bond
3. chipboard stock #14 unbleached chipboard
4. Size: 4.25" by 4.25"



meeting room note pad



large fold-over note pad



Trademark and Identity

410.08 Pen



Pens are customized with contact information since it is a key piece of collateral leaving the property.

A pen should be placed in every guest room. Pens should be replaced if the guest takes the pen from the room or if the pens become damaged, worn, or runs out of ink.

Production notes:

- A. 1-color print, PMS 295



- B. Bic pen with translucent/frost white body and silver metallic plastics

410.09 Phone Plate

The phone plate reinforces to the guests that Hampton employees are there to assist them with any of their travel needs.

Phone plates need to be placed on every phone in the guest room. Phone plates should be replaced if the guest takes the plates from the room or if the plates become damaged or worn. Numbers must be professionally printed. Handwritten numbers are not permitted.

See the OnQ Insider > Hampton Brand > *Make It Hampton Product Reorder Catalog* for suppliers.

Production notes:



- A. 1-color print, PMS 295
- B. Size varies depending on the dimension of the phone being used in the guest room

Hampton Inn
1295 hamilton road
alamogordo, NM 88310
p 505 439 1782 f 505 439 5680

data port

room number:

front desk..... 0
local calls..... 9+number
room to room..... room number
toll free calls..... 9+1+800 or 888+number

long distance calls billed to credit card:
directory assistance..... 9+area code+555 1212
domestic..... 9+0+area code+number
international..... 9+01+country+city

long distance calls billed to room:
directory assistance..... 9+1+area code+555 1212
domestic..... 9+1+area code+number
international..... 9+011+country+city

retrieve messages..... 6
emergency..... 9+911 or 0 for front desk
reservations..... 9+1+800+hampton

message waiting

volume

check out time is 11:00 am

for your **service.**



Trademark and Identity

410.10 In-room Directory

Each guest room/suite must contain a guest service directory. See [Rule 118.12](#) for information and illustrated examples of the pocket folder, binders and inserts.

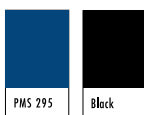
410.11 Folio Paper

Our easy to read folio reinforces the quality, consistency and expertise of our service. The guest should never have to question if the charges are correct or what the charges are for. Reinforce contact information of Hampton's Web site and phone numbers for future reservations. Each guest should receive a folio when they leave. The folio should be folded and then sealed with the folio sticker. The folios should not be used more than once or if the folios are damaged or worn. Hotels may opt to use the brand approved e-Forms. For more information, contact Electronic Forms Plus, Inc. (888) 337-2776 extension 4#.
















A. Folio Paper (Single Pages)

1. Production notes:

- a. 2-color print,
PMS 295 and black



- b. Paper stock is laser jet compatible
- c. Size: 8.5" by 11"

date		reference	description		amount
<div>  <div>official sponsor U.S. Olympic Team </div> </div>					
name address			room number: arrival date: departure date: adult/child: room rate:		
<small>If the debit/credit card you are using for check-in is attached to a bank or checking account, a hold will be placed on the account for the full anticipated dollar amount to be owed to the hotel, including estimated incidentals, through your date of check-out and such funds will not be released for 72 business hours from the date of check-out or longer at the discretion of your financial institution.</small>					
<small>Rates subject to applicable sales, occupancy, or other taxes. Please do not leave any money or items of value unattended in your room. A safety deposit box is available for you in the lobby. I agree that my liability for this bill is not waived and agree to be held personally liable in the event that the indicated person, company or association fails to pay for any part or the full amount of these charges. I have requested weekday delivery of USA TODAY. If refused, a credit of \$ 75 will be applied to my account. In the event of an emergency, I or someone in my party, require special evaluation due to a physical disability. Please indicate yes by checking here: <input type="checkbox"/></small>					
signature: _____					
for reservations call 1.800.hampton or visit us online at www.hampton.com					
account no.			date of charge		folio/check no.
card member name			authorization		initial
establishment no. and location			establishment agrees to transmit to contributor for payment purchases & services taxes tips & misc.		
signature of card member X			total amount		
<div>              </div>					



Trademark and Identity

B. Folio Paper – Continual Feed

1. Production notes:

- a. 2-color print, PMS 295 and black
(also available as a black and white electronic file)



- b. Paper stock is laser jet compatible

- c. Size: 6.125" by 11"

		15 Park Woodruff Lane, Greenville, SC, 29607 phone [864] 213.8200 fax [864] 213.9818		
name and address		Rates subject to applicable sales, occupancy, or other taxes. Please do not leave any money or items of value unattended in your room. A safety deposit box is available for you in the lobby. I agree that my liability for this bill is not waived and agree to be held personally liable in the event that the indicated person, company or association fails to pay for any part or the full amount of these charges. "I have requested weekday delivery of USA TODAY. If refused, a credit of \$ 75 will be applied to my account." In the event of an emergency, I, or someone in my party, require special evacuation due to a physical disability. Please indicate yes by checking here: <input type="checkbox"/> signature:	room number: arrival date: departure date: adult/child: room rate:	
date	reference	description		amount
<div style="display: flex; justify-content: space-between; align-items: center;"> <div> </div> <div>thanks.</div> </div>				
for reservations call 1.800.hampton or visit us online at www.hampton.com				
account no.		date of charge	folio/check no.	
card member name		authorization	initial	
establishment no. and location		purchases & services		
		taxes		
		tips & misc.		
signature of card member		total amount		
X				



Trademark and Identity

410.12 Folio Sticker



Folio stickers reinforce the Guarantee, reminding guests to let us know if their stay was less than satisfactory.

Folio stickers should be used to seal all folio papers. The room number of the guest should be added in the space after "room:". The folio stickers should not be used more than once or if the stickers are damaged or worn.

Production notes:

- A. 1-color print, PMS 295



- B. Semi-gloss removable adhesive, 60# face stock with a 40# liner
- C. Size: 1.75" by 1.75" with a .125" radius corner

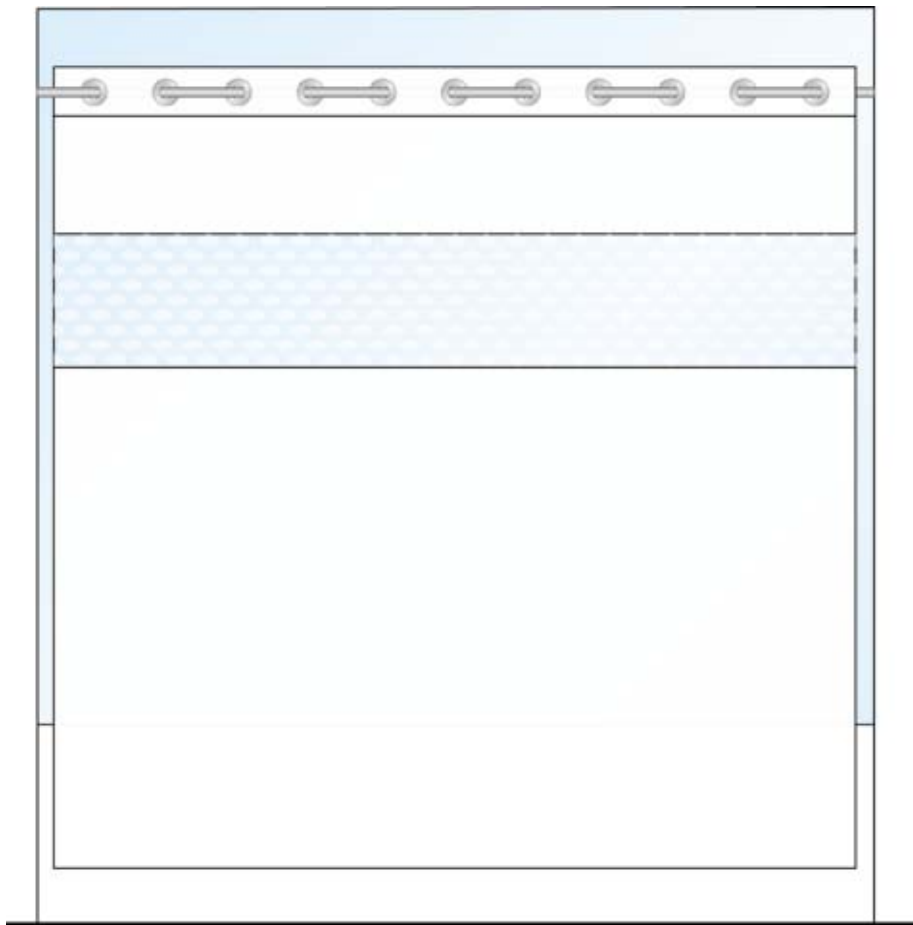


Trademark and Identity

410.13 Shower Curtain

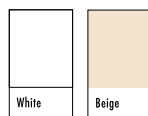
Sometimes even the most mundane items can be redefined to create something special—rings that don't come off the rod, and a window to let extra light in. Proprietary Hampton patterning makes the shower curtain a signature statement.

The shower curtain should be hung in every guest bathroom. The curtain needs to be clean for every guest. The shower curtains should be replaced if the curtains become damaged, worn, or mildewed.



Production notes:

1. White and beige cotton duck



2. Silver plastic grommets (to match amenity bottle caps)
3. Translucent frosted white vinyl pattern on transparent vinyl curtain

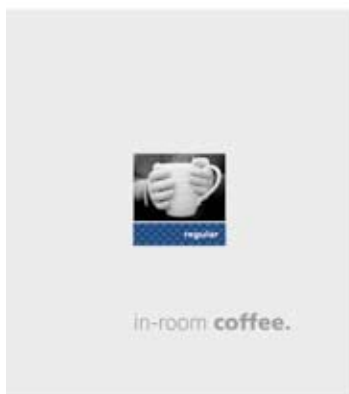


Trademark and Identity

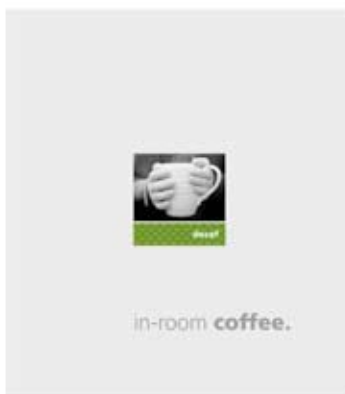
410.14 In-room Coffee Package

Our coffee package was created to visually relate to our coffee program while communicating it is a different product offering than the coffee available in the lobby.

Provide one regular and one decaf coffee package in every guest room. The coffee packages should be replaced if the guest takes the package from the room or if the package becomes damaged, worn, or used.



front of regular coffee packaging



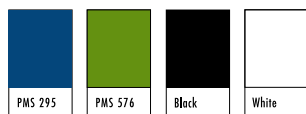
front of decaf coffee packaging



back of all coffee packaging

Production notes:

- A. 3-color print
- B. Pouch is metallic silver



- C. A pass of white is run under the center square graphic



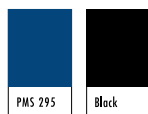
Trademark and Identity

410.15 Matchbook

Matchbooks are available for placement in guest rooms. The matchbooks should be replaced if the guest takes the books from the room or if the books become damaged, worn, or used.

Production notes:

A. 2-color print,



PMS 295 and black

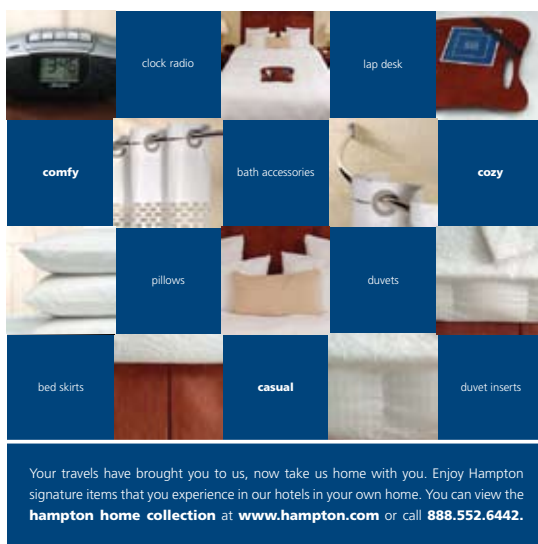
B. 1.5" by 1.8"

C. 20 stick matchbook



410.16 Hampton Home Collection Card

Each guest room/suite must clearly display the approved Hampton Home Collection collateral cards in the center of the lap desk.





Trademark and Identity

410.17 Clock Radio

Our clock radio makes it easy for guests to find a radio station format they like and to feel secure the alarm has been set correctly. Images reflecting different music types allow guests to easily choose their favorite format. The style includes nature sounds, an MP3 line and improved sound quality.

The clock radio should be placed on the bedside table in every guest room. It must be set to the correct time for the hotel location. The buttons must have the pre-sets set to match the graphic that is on that button. The clock radio should be replaced if the guest takes the radio from the room or if the radio becomes damaged or worn.

Production notes:

1-color print, black





Trademark and Identity

410.18 In-room Cups

Our coffee and water cups are marketing tools for the brand since they are a key piece of collateral leaving the property. Graphics should have maximum impact with minimal ink coverage to keep cost down.

The coffee and water cup should be replaced if the guest takes the cups from the room or if the cups become damaged, worn, or used.

Production notes:

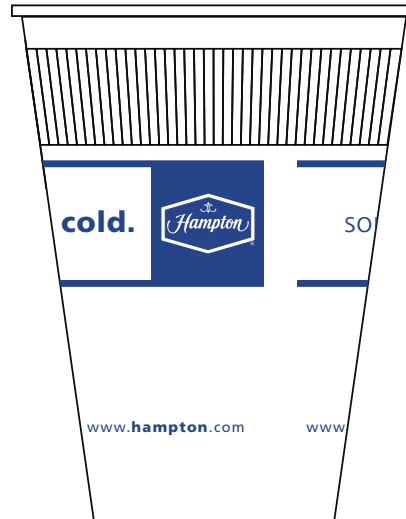
- A. 1-color print, PMS 280



- B. 8 oz. foam Trophy cup



10 oz coffee cup



9 oz water cup



Trademark and Identity

410.19 Guest Survey Card (Optional)

The guest survey card is an optional piece for the guest rooms. The guest survey card should be replaced if the guest takes the card from the room or if the card becomes damaged, worn, or used.



outside of card

Dear Guest,

Thank you for choosing to stay with us. We are committed to making your stay as pleasant and comfortable as possible.

There is a Manager on Duty at all times should you encounter any problems or require additional services. The manager may be contacted by calling the front desk.

We would appreciate your taking the time to complete the attached survey card. Comments from our valued guests are essential for maintaining our high standards of operation.

Again, thank you for staying with us. We look forward to reading your comments on the quality of your stay.

Please help us serve you better by providing your comments below.

My experience was:	Satisfied	Met	Not Met
Overall satisfaction of your stay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall exterior appearance of hotel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall lobby appearance/condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction with high-speed internet access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall value received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service of Hotel Staff			
Overall service at check-in/check-out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responsiveness to your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism of hotel staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professional attitude & appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guest Room/Bathroom Bath			
Overall cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bed/linen condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of furniture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of backrest/headrest/curtain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Temperature/humidity control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Air conditioning/heating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shower pressure & temperature	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feeling of security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Complimentary Breakfast			
Food quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Food variety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendliness of hotel personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Breakfast area cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Room number(s) who were exceptionally helpful	<input type="text"/>		
If you refer to return to this area, would you stay with us again?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
If No, please tell us why	<input type="text"/>		
Comments:	<input type="text"/>		
Guest name	<input type="text"/>		
Phone #	<input type="text"/>		
Dates of stay	<input type="text"/>		

Hampton

tell us your thoughts.

inside of card

Production notes:

A. 1-color print, PMS 295



B. Paper stock: 8pt. Candesce c1s

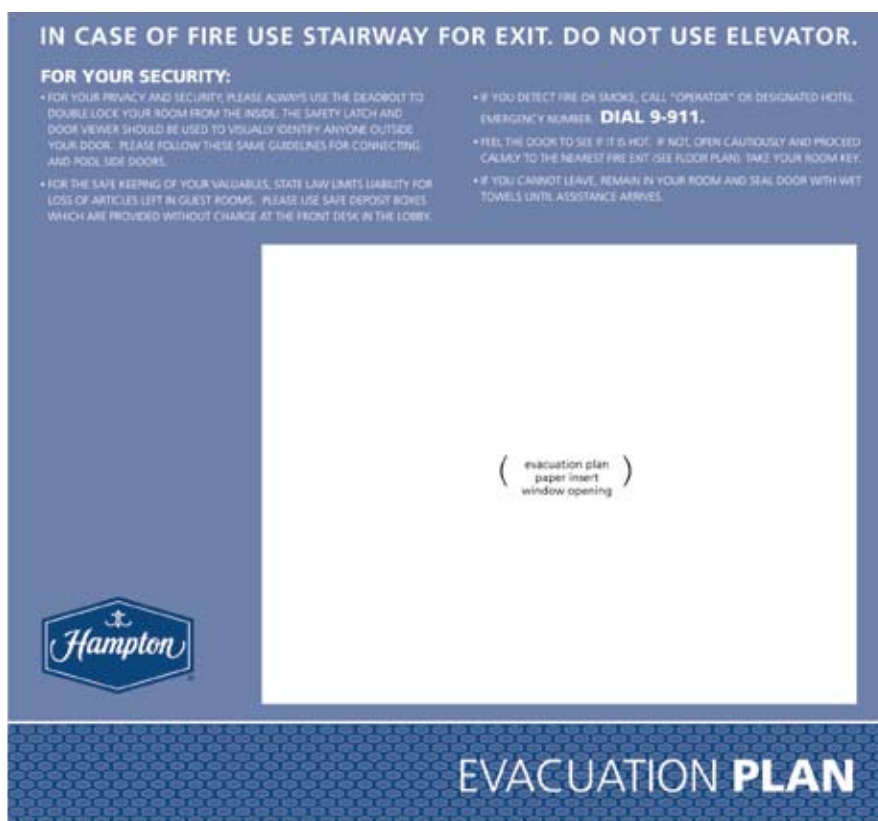


Trademark and Identity

410.20 Evacuation Plan Sign

Information for your guests, an emergency exit plan, check-in and/or -out times, room rates, safe deposit availability, and state laws are included in the full color paper inserted into an assembled two-piece sign and displayed on the back of the guest room door or adjacent wall.

The evacuation plan or paper insert should be replaced if the guest takes either the plan or the inserts from the room or if either becomes damaged, worn, or used.



Production notes:

A. 1-color print, PMS 295



B. Graphic mounted to second surface of Plexiglas

C. Property plan needs to show in window opening



Trademark and Identity

410.21 Housekeeping Card (Optional)

The housekeeping card is an optional piece for the guest rooms. The housekeeping card should be replaced if the guest takes the card from the room or if the card becomes damaged, worn, or used.

Production notes:

- A. 1-color print, PMS 295



- B. Paper stock is 10pt Candesce Cover white uncoated
- C. Full bleed three sides

hello, my name is: _____

I had the pleasure of cleaning your room today. If there is anything else we can help you with please call housekeeping or the front desk.

clean and **comfortable.**

410.22 Device Check-out Card (Optional)

The device check-out card is an optional piece for the guest rooms. The device check-out card should be used only once. A new card should be filled out for each guest.

Production notes:

- A. 1-color print, PMS 295



- B. 75 sheets per pad, gummy adhesive top
- C. 20# white bond sheets
- D. Chipboard backing

name: _____

room number: _____

item description

☐ Ethernet cards ☐ GADs

☐ Other _____

date issued: _____ date returned: _____

customer signature _____

* Items not returned within 1 week of check-out will be billed to your credit card.

check it **out.**



Trademark and Identity

411.00 Airport Service Center Advertising

This section contains the designs and specifications for airport service center advertising. Deviation from the designs and specifications contained in this section is not authorized. See the following for creative standards.

hampton airport courtesy board signage

usa/canada
creative standards



introduction

topline notes on this guide

Airport courtesy board signage bolsters our current marketing efforts by creating synergy for the Hampton brand. Airport courtesy boards greet guests on their arrival in town, provide them with quick directions to their hotel or number to call for complimentary shuttle service from the airport, and reinforce their decision to stay with Hampton. At the same time, these boards offer an opportunity to convert passing travelers into future guests. Since your airport courtesy boards are so important, we are pleased to announce the completely redesigned Hampton airport courtesy board signage campaign. **This campaign is far reaching and will include multiple executions. Each execution highlights a specific amenity. You will be informed of new creative executions as they are made available.**

In every element of our new airport courtesy board signage campaign, visuals and language work closely together to communicate benefits of the Hampton experience. The executions are clean and inviting; the tone, warm and friendly. Directions and amenities are clearly called out — and the Hampton logo is always featured with prominence.

This guide includes photography, design, and copy standards for our new airport courtesy board signage campaign. As of April 1, 2007, these guidelines will be the approved standards for airport courtesy board signage. Please remember that these guidelines are mandatory. **All Hampton hotels as of April 1, 2007 must follow these guidelines exactly; all hotels with preexisting media contracts must be in full compliance by the end of 2008.**

creative guidelines

This section contains design and copy specifications for airport courtesy board signage. **No licensee may deviate from these authorized standards without an electronic waiver (see last page for details).**

Photography

Visuals are consumer-centric, allowing the traveler to relate to the amenity highlighted on an emotional level. Every airport courtesy board features a single photograph of a consumer enjoying a specific Hampton amenity. Below are the photographs that have currently been approved for use to communicate the sleep experience.



"Girl on bed"



"Woman in bed"

Copy

There is a definite hierarchy of quick-read messaging on every airport courtesy board:

1. **Headline**
2. **Address and specific directions to your hotel**
3. **Number to call for complimentary shuttle**
4. **Other amenities**

Headlines have been crafted to draw guests into the Hampton experience. The headline focuses on the amenity portrayed by the visual. It must appear prominently on the airport courtesy board, and may NOT cross over onto the person pictured in the visual. Currently, the approved headlines communicating the sleep experience are:

- **cozy landing minutes away**
- **catch more zzz's here**

You will be informed throughout the year of new, approved headlines communicating additional amenities. Stay tuned! Only approved headlines may be used.

The address of and specific directions to your hotel always appear in the lower left portion of the blue bar that runs along the bottom of each airport courtesy board (called a “snipe”). This quickly tells potential guests where to find you.

The phone extension to dial for complimentary shuttle service will always appear in the top left hand corner of the airport courtesy board. This quickly alerts guests to the availability of the shuttle, and how to arrange a ride on the spot.

Other amenities are featured beneath the headline, above the blue snipe that runs along the bottom of each airport courtesy board.

Amenity claims can only be used by hotels where the amenity is actually available. Two claims are recommended to be placed on each airport courtesy board. These are the approved amenity claims for airport courtesy board signage:

- | | |
|--|---|
| • Cloud Nine. The Hampton bed experience. | • [indoor] water park |
| • 100% satisfaction guarantee | • special weekend rates* |
| • complimentary hot breakfast | • AARP rates |
| • kids stay free | • exercise room |
| • non-smoking rooms | • AAA rates** |
| • complimentary high-speed internet access | • earn free travel with Hilton HHonors® |
| • [indoor] pool | • complimentary local calls |

* May only be used if hotel is offering special reduced rates that weekend.

** Must be an official appointment hotel with AAA to use this amenity listing.

Logo Usage

Versions of the Hampton logo are available for airport courtesy board signage, denoting either Hampton Inn or Hampton Inn & Suites. Please use the logo that accurately describes your specific hotel. Only if your outdoor signage continues to use the rectangular Hampton logo, may the rectangular logo be used on your airport courtesy board signage.

The Hampton logo with the “®” should always be placed in the lower right hand corner of the airport courtesy board. The top line of the blue snipe should NEVER cover any part of the face of the person in the ad. There should always be appropriate space between the right hand portion of the logo and the end of the airport courtesy board. To make the logo stand out further, it is given dimensionality through the use of a soft drop-shadow.




Font Usage

The approved typeface for Hampton airport signage is **Frutiger 65 Bold** and **Frutiger 55 Roman**. Font size can vary depending on space restrictions. Usage should be in lower case, unless otherwise indicated.

Frutiger 65 Bold
 ABCDEFGHIJKLMNOPQRSTUVWXYZ
 abcdefghijklmnopqrstuvwxyz

Frutiger 55 Roman
 ABCDEFGHIJKLMNOPQRSTUVWXYZ
 abcdefghijklmnopqrstuvwxyz

Color Usage

PMS 280 
 Logo background
 Blue snipe
 Shuttle information box

PMS 207 
 Logo border

design

There are two approved sizes for Hampton airport courtesy boards: 8"x10" (horizontal orientation) and 10"x 8" (vertical orientation). Please select the one that best fits the needs of your hotel. Approved airport courtesy board signage designs appear below.

- 1 Main image**
 - Use only approved images
 - Person in image should be positioned at the top right region
- 2 Logo**
 - Placed in the lower right
 - Allow enough space between logo and right side of airport courtesy board
- 3 Shuttle information box**
 - Reverse out white from PMS 280
 - Font: Frutiger 45 Light and Frutiger 55 Roman, all lower case
 - Placed in upper left
- 4 Headline**
 - Use only approved headlines
 - PMS 280
 - Font: Frutiger 65 Bold, lower case
 - Should be placed over image, but never over the person
 - No punctuation
- 5 Amenity claims**
 - PMS 280
 - Font: Frutiger 45 Light, initial cap
 - Always appear beneath the headline, above the blue snipe at the bottom of the airport courtesy board
- 6 General location and specific directions to your hotel**
 - Reverse out white from PMS 280
 - Font: Frutiger 65 Bold
 - Initial cap names of cities
 - Left justified
 - Always appear in the blue snipe at the bottom of the airport courtesy board
- 7 Blue snipe**
 - Used for directional copy only
 - Always run full length of airport courtesy board



placing signage

Hotel owners/operators shall contract directly with the airport courtesy board company of their choice. However, all creative produced for airport courtesy board signage must meet the standards outlined herein.

In order to receive all the creative materials for airport courtesy board signage, hotel owners/operators should go to hamptonsalesandmarketing.com / HSMOT website, log-in, and then click on the button for "airport courtesy board signage standards." There is an online process for ordering creative materials and routing airport courtesy boards for the appropriate approvals.

review and waiver requirements

Review

If your hotel chooses to advertise on a courtesy board, you must maintain a designated airport courtesy board signage file on property for review by Hilton Hotel representatives. The file must contain current photographs of each airport courtesy board, a description of each airport courtesy board, and other pertinent documents and information related to the hotel's airport courtesy board signage program.

Waiver

Hotel owners/operators may request a waiver for the special instances which prohibit them from following the established airport courtesy board signage requirements. A request for waiver should be accompanied by a digital image of the artwork for the airport courtesy board as well as the rationale for the request. Waiver requests should be submitted to your HPS Director electronically via the website <http://resource.makeithampton.com>. Hotel approval or denial will be communicated to the hotel via this website. Be advised that the airport courtesy board signage may not be placed until the owner/operator receives waiver approval from Hampton Brand Management.



Section 500
The
"i am hampton"
Collection

– CONFIDENTIAL –
for use by Hilton Hotels only

**Any questions regarding the contents
of this manual may be addressed to:**

**HILTON HOTELS CORPORATION
755 CROSSOVER LANE
MEMPHIS, TENNESSEE 38117-4900
PHONE: 901/374-5000**



i am hampton collection

500.00	The “i am hampton” Collection	500-1
501.00	New Team Members	500-1
502.00	Name Tags	500-1
503.00	Shoes	500-1
504.00	“Team Hampton” (available June 15, 2007)	500-1
505.00	“More Choices More Layers” (available October 2007)	500-3
506.00	“Traditional Kit” (available October 2007).	500-6



i am hampton collection

500.00 The "i am hampton" Collection

As of June 15, 2008, every Hampton team member must wear the "i am hampton collection" by Lands' End and no other supplier may be used. Access the Lands' End ordering Web site through OnQ Insider, or call 866-223-4759. Management may choose to offer for each team member the "Team Hampton Kit" or the "Traditional Kit." Management may utilize selections in the "More Choice, More Layers" category for each team member as well. (See notes below on availability of kits and items.)

NOTE: The schedule below outlines approximate availability of items:

June 15, 2007 — "Team Hampton" kit and More Choice More Option items (hat, aprons, outerwear jacket)

October 2007 — "Traditional Kit" and all remaining "More Choice More Layers" Options

501.00 New Team Members

All new team members must begin wearing items from the "i am hampton" collection within 15 days of the hire date.

502.00 Name Tags

Each team member must wear an approved name tag; see [Trademark and Identity standards](#) for specifics. Also see [110.00, Rules of Operation](#). The name tag order form is found on OnQ Insider > Hampton Brand.

503.00 Shoes

Shoes must match the overall appearance of the team member wardrobe choices. Open toed shoes are not appropriate or approved for any position.

504.00 "Team Hampton" (available June 15, 2007)

A. "Team Hampton" Women's Items "Team Hampton Kit" for the "i am hampton collection" by Lands' End

1. Short-sleeve Scoop Tee

100% Cotton, Nylon/Spandex Trim. Women's sizes: XS-5X. Light Sea Blue, True Blue. 196061, 196062, 196063.

2. Rib Knit Cardigan

100% Cotton, Nylon/Lycra Satin Trim. Women's sizes: XS-5X. Light Sea Blue. 196054, 196055, 196056.

3. Three-quarter Sleeve Knit Johnny Collar

100% Cotton. Women's sizes: XS-5X. Pale Emerald. 196058, 196059, 196060.



i am hampton collection

4. Three-quarter Sleeve Stripe Blouse

100% Cotton. Women's sizes: 0-34W. Bermuda Blue Stripe. 197949, 197950, 197951.

*Transitioning to 60% Cotton/40% Polyester. 278021, 278022, 278023.

5. Plain Front Chino Pant

- a. 60/40 Cotton/Polyester. Women's sizes: 2-34W. Desert Khaki. Traditional Fit 176814, 176816.
- b. 60/40 Cotton/Polyester. Women's sizes: 00-34W. Desert Khaki. Classic-Straight Fit 195209, 195210, 195211.
- c. 60/40 Cotton/Polyester. Women's sizes: 00-18. Desert Khaki. Classic-Curvy Fit. 195206, 195207.
- d. 60/40 Cotton/Polyester. Women's sizes: 00-18. Desert Khaki. Modern-Straight Fit. 195244, 195245.
- e. 60/40 Cotton/Polyester. Women's sizes: 00-18. Desert Khaki. Modern-Curvy Fit. 195241, 195242.

6. Reversible Grosgrain Belt

100% Polyester. Women's sizes: XXS-5X. Vivid Green Multi Stripe. 197952, 197953.

7. Approved maternity options available via Lands' End

- a. Maternity Short Sleeve Scoop Tee 100% Cotton. Women's sizes: XS-XL. True Blue. 199876.
- b. Maternity Rib Cardigan 100% Cotton Rib. Women's sizes: XS-XL. True Blue. 199878.
- c. Maternity Three-quarter Sleeve Stretch Blouse 60/35/5 Cotton/Polyester/Spandex. Women's sizes: S-XL. China Blue. 002196.
- d. Maternity Performance Chino Pant 60/40 Cotton/Polyester. Women's sizes: 00-18. Desert Khaki. 197172.

B. "Team Hampton" Men's Items

1. Short-sleeve Pima Tee

100% Cotton. Men's sizes: S-5XL. True Blue, True Navy. 194984, 194985.

2. Short-sleeve Performance Polo

100% Cotton. Men's sizes: S-5XL. True Navy. 198119, 198122.

3. Long-sleeve Pattern Oxford

60/40 Cotton/Polyester. Men's sizes: S-5XL. Green Clear Blue Stripe, Clear Blue Windowpane. 195548, 195550, 195549, 195551.



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4. Pleated Front Performance Chino Pant
60/40 Cotton/Polyester. Men's sizes: 30-54. Desert Khaki. 176819, 203138.
5. Pleated Front Performance Chino Pant
60/40 Cotton/Polyester. Men's sizes 30-46. Desert Khaki. 176821.
6. Cotton Buckle Belt
100% Cotton. Men's sizes: 30-54. Khaki. 198058, 198062.

505.00 "More Choices More Layers" (available October 2007)

"More Choice More Layers" for the "i am hampton collection" by Lands' End

A. More Choice More Layers Women's Items

1. Washed Twill Cap
100% Cotton. Khaki. 220034.
2. Thermacheck Hat
100% Polyester Fleece. Sizes: S/M, L/XL Black. 277969
3. Twill Apron
100% Cotton. Desert Khaki. 199102.
4. Twill Half Apron
100% Cotton. Desert Khaki. 199110.
5. Outrigger Jacket
100% Nylon Shell, 100% Polyester Mesh Lining. Women's sizes: S-XL. Dark Navy. 074898.
6. Marinac Jacket
100% Polyester Fleece Knit. Women's sizes: S-XL. Heritage Blue. 095064.
7. Marinac Vest
100% Polyester Fleece Knit. Women's sizes: S-XL. Heritage Blue. 095066.
8. Squall Parka
100% Nylon Lining, 100% Poly Polartec 300 Insulation: 100% Poly Thermolite.
Sleeve Women's sizes: S-3X. Cobalt. 096631, 096632.
9. Short-sleeve Scoop Tee
100% Cotton Rib, Nylon/Spandex Trim. Women's sizes: XS-5X. Pale Emerald
196061, 196062, 196063.
10. Rib Knit Cardigan
100% Cotton Rib, Nylon/Lycra Satin Trim. Women's sizes: XS-5X. Pale Emerald,
True Blue. 196054, 196055, 196056.



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11. Three-quarter Sleeve Knit Johnny Collar
100% Cotton Rib. Women's sizes: XS-5X. True Blue, Light Sea Blue. 196058, 196059, 196060.
 12. Long-sleeve Rib Scoop Tee
100% Cotton Rib. Women's sizes: XS-5X. Pale Emerald, True Blue, Light Sea Blue. 248650, 248651, 248653.
 13. Fine Gauge Cardigan Sweater
75% Acrylic, 25% Nylon. Women's sizes: XS-5X. China Blue. 194293, 194294, 194295.
 14. Long-sleeve Stretch Blouse
60% Cotton/35% Polyester/5% Spandex. Women's sizes: 0-34W. Pale Emerald, China Blue. 002190, 002191, 002192.
 15. Silk Scarf
100% Silk. Navy Floral, Navy Fair Isle. 270438.
 16. Chino Blazer
60% Cotton/40% Polyester. Women's sizes: 0-34W. Desert Khaki. 195252, 195253, 195254.
- B. "More Choice More Layers" Men's Items
1. Washed Twill Cap
100% Cotton. Khaki. 220034.
 2. Thermacheck Hat
100% Polyester Fleece. Sizes: S/M, L/XL Black. 277969
 3. Twill Apron
100% Cotton. Desert Khaki. 199102.
 4. Twill Half Apron
100% Cotton. Desert Khaki. 199110.
 5. Outrigger Jacket
100% Nylon Shell, 100% Polyester Mesh Lining. Men's sizes: M-5XL. Dark Navy. 074896, 074897.
 6. Marinac Jacket
100% Polyester Fleece Knit. Men's sizes: S-5XL. Heritage Blue. 095063, 095845.
 7. Marinac Vest
100% Polyester Fleece Knit. Men's sizes: S-3XL. Heritage Blue. 095065, 095846.



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8. Squall Parka
100% Nylon Lining, 100% Poly Polartec 300 Insulation: 100% Poly Thermolite Sleeve. Men's sizes: S-5XL. Cobalt. 096628, 096629, 096630.
9. Short-sleeve Pima Tee
100% Cotton. Men's sizes: S-5XL. Light Sea Blue. 194984, 194985.
10. Long-sleeve Pima Tee
100% Cotton. Men's sizes: S-5XL. True Blue, True Navy, Light Sea Blue. 248608, 248610.
11. Long-sleeve Performance Pima Polo
100% Cotton. Men's sizes: S-5XL. True Navy. 248602, 248603.
12. Short-sleeve Pattern Oxford
60/40 Cotton/Polyester. Men's sizes: S-5XL. Clear Blue Windowpane, Green Clear Blue Stripe. 195320, 195321.
13. Fine Gauge Vest
80/20/Acrylic/Nylon Knit. Men's sizes: S-5XL. China Blue. 065565, 065572.
14. Long-sleeve Broadcloth Shirt
60/40 Cotton/Polyester. Men's sizes: 14-21. True Blue. 087907, 087908, 251181, 276183.
15. Chino Blazer
60/40 Cotton/Polyester. Men's sizes: S-5XL. Desert Khaki, True Navy. 201080, 201081.
16. Cross Pattern Tie
100% Silk. Reg/Long. Blue. 195768, 195769.
17. Oxford Neat Tie
100% Silk. Reg/Long. Pale Emerald. 195771, 195772.



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506.00 "Traditional Kit" (available October 2007).

A. "Traditional Kit" Women's Items

1. Gabardine Blazer

98% Wool, 2% Lastol. Women's sizes: 00-34W. True Navy. 247056, 247057, 247058, 247059.

2. Gabardine Trousers

a. 98% Wool, 2% Lastol. Women's sizes: 00-34W. True Navy. Traditional Fit. 247098, 247099, 247100, 247103.

b. 98% Wool, 2% Lastol. Women's sizes: 00-18. True Navy. Classic-Curvy Fit. 247119, 247120.

c. 98% Wool, 2% Lastol. Women's sizes: 00-34W. True Navy. Classic – Straight Fit. 247112, 247114, 247495, 247117.

3. Long-sleeve Stretch Blouse

60/35/5 Cotton/Polyester/Spandex. Women's sizes: 0-34W. Pale Emerald, China Blue. 002190, 002191, 002192.

4. Three-quarter Sleeve Stripe Blouse

100% Cotton Pinpoint. Women's sizes: 0-34W. Bermuda Blue Stripe. 197949, 197950, 197951.

*Transitioning to 60% Cotton/40% Polyester. 278021, 278022, 278023.

5. Silk Scarf

100% Silk. Navy Floral, Navy Fair Isle. 270438.

6. Glove Leather Belt

Cowhide Leather, Buckle Solid Brass. Women's sizes: 24-58. Black. 271414, 271413.

B. "Traditional Kit" Men's Items

1. Year Rounder Blazer

100% Worsted Wool, Lining: 100% Acetate. Men's sizes: 38-64. Dark Navy. 65638, 65674, 65681, 277952.

2. Year Rounder Pant – Pleated

100% Worsted Wool, Lining 100% Acetate. Men's sizes: 30-60. Dark Navy. 65612, 65613, 169193, 169194.

3. Long-sleeve Pattern Oxford

60/40 Cotton/Polyester. Men's sizes: S-5XL. Green Clear Blue Stripe, Clear Blue Windowpane. 195548, 195550, 195549, 195551.



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4. Long-sleeve Broadcloth Shirt

60/40 Cotton/Polyester. Men's sizes: 14-21. True Blue. 087907, 087908, 251181, 276183.

5. Cross Pattern Tie

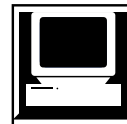
100% Silk. Reg/Long. Blue. 195768, 195769.

6. Oxford Neat Tie

100% Silk. Reg/Long. Pale Emerald. 195771, 195772.

7. Glove Leather Belt

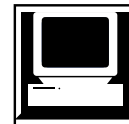
Cowhide Leather, Buckle Solid Brass. Men's sizes: 30-60. Black. 271411, 271412.



Section 600
Information
Technology
Standards

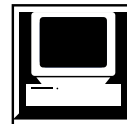
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**Any questions regarding the contents
of this manual may be addressed to:
HILTON HOTELS CORPORATION
755 CROSSOVER LANE
MEMPHIS, TENNESSEE 38117-4900
PHONE: 901/374-5000**



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Information Technology

Purpose and Scope

Standards in this section will apply to all Hampton hotels. New hotels are required to implement all standards listed in this section.

The addition of voice mail capability offers efficiency and assistance with administrative tasks, making it easier to provide friendly and efficient service. Having two phone lines is becoming an imperative for today's business traveler. As more and more guests traveling on business work in their room, our ability to meet their needs for simultaneous voice and data transmission (i.e., working on a computer while talking on the phone) is becoming more critical. In addition, more and more direct competitors are offering this capability.

REFER QUESTIONS CONCERNING THESE STANDARDS TO:

Hampton Brand Management Team
Hilton Hotels Corporation
755 Crossover Lane
Memphis, Tennessee 38117-4900
Phone: 901/374-5000



Information Technology

600.00 Voice Telecommunications Hardware

600.01 Wiring

All hotels must have certified Category 5E or 6 wiring system installed for all telephone locations. Please refer to www.hiltonfranchise.com for wiring specifications.

600.02 Entrance Cabling

A 100 pair cable is recommended. It is important that a minimum of three 4" conduits be used for telephone entrance cable.

600.03 Telecom Room Location

The telecommunications room must be within 100 feet of the computer equipment room for maximum efficiency of technology cabling.

600.04 Private Automated Branch Exchange Requirements

Each Hampton hotel must have a digital private automated branch exchange (PBX) telephone system that provides the following features. (PBX upgrades or PBXs installed in new hotels must be Internet Protocol (IP) capable (not enabled) for future proofing properties. IP PBXs are similar in price to standard TDM machines.)

- A. PBX upgrades or PBXs installed in new hotels must be capable of E-911 notification either to front desk or Emergency Center
- B. Interface with OnQ to provide guest name display, maid codes and phone on/off
- C. Automatic call wake-up with personal message capabilities
- D. Least cost routing/automatic route selection
- E. Station Message Detail Recording (SMDR)
- F. Message light waiting notification
- G. Direct dial access (1010XXXX)
- H. Toll-free area code programming
 - I. Ability to connect to a T-1 dedicated network using internal equipment
- J. Call restriction capabilities for fraud prevention
- K. Network access trunks must provide a P.05 (GOS) Grade-of-Service. This means a hotel can block only five out of 100 calls during the busiest hour of the day or night.
- L. Hotel PBX must have a minimum of two hours of battery backup.



Information Technology

600.05 PBX Features Recommendations

- A. Console backup or call pickup capabilities to process calls quickly during busy front desk times
- B. Customized on-hold, in queue and call wake-up announcements for guests
- C. On-hold music to provide enhanced customer service (see [Standard 614.00](#))
- D. Ability to implement Automatic Call Distribution (ACD) software for enhanced call distributing and routing
- E. Dedicated telephone line for remote maintenance and diagnostics.



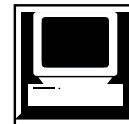
Information Technology

601.00 Telephone Switchboard Requirements

- 601.01. Telephone switchboard service must be operated 24 hours a day. Initial calls into the hotel switchboard must be answered in person. Automated attendants (automated systems that answer/transfer calls) are not permitted. Once answered, an on-hold message reminding callers that a service representative will assist them shortly is acceptable. Automated interceptors (automated systems that answer on the fourth ring) are acceptable as long as there is an on-hold message reminding callers that a service representative will assist them shortly.
- 601.02 The switchboard must have a multi-character visual display, showing the calling guest's name, to provide enhanced customer service.
- 601.03 Recommended Features for Telephone Switchboard

Hilton Hotels Corporation recommends that telephone switchboards in Hampton hotels:

- A. Provide a minimum of six (6) incoming calls, transfer, hold and conference calling functions
- B. Allow use of handsets or headsets to enhance employee productivity
- C. Allow manual activation/deactivation of message waiting lamps to ensure that guests receive messages promptly
- D. Allow manual activation or restriction of telephones when the Property Management System Interface is not functioning



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602.00 Voice Messaging System Requirements

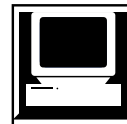
602.01 Voice Messaging System Standards

The Voice Messaging System (voice mail) must meet the following minimum standards:

- A. An efficient voice mail/messaging system must be part of the standard phone system. Easy-to-understand operating instructions for its use must be posted.
- B. Interface directly with the PBX for accurate and timely message delivery
- C. Interface with OnQ via the PBX-to-OnQ interface or directly to OnQ via the approved interface specification to provide mailbox open/close at checkout
- D. Provide the ability to partition the system between administration and guest. This will ensure that guests can easily retrieve messages and provide employees with additional features.
- E. Have a minimum of four access ports and forty hours of storage or equivalent, based on data storage technique
- F. Allow manual activation and deactivation of message waiting lamp
- G. Have easy-to-read instructions for the voice message system posted on the telephone face plate

602.02 Voice Mail Recommendations

- A. Provide a dedicated telephone line for remote maintenance and diagnostics
- B. Provide a way for guests to retrieve messages after check-out by saving guest messages in a temporary file for 24 hours after check-out and then automatically deleting them
- C. Allow guest access from outside the hotel



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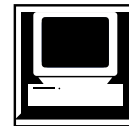
603.00 Call Accounting System Requirements

603.01 A Call-Accounting System must be provided with the following features:

- A. Interface with OnQ for quick and accurate posting of telephone revenue
- B. Balance telephone system revenues with OnQ audits
- C. Have remote dial-up access for rate table and other software changes
- D. Allow call posting from both lines if guest room or suite has two telephone lines

603.02 Call-Accounting Feature Recommendations

- A. Partition between guests and administration to ensure that guests are accurately billed and that administrative use can be accurately reported
- B. Dedicated telephone line for remote maintenance and diagnostics
- C. Provide cross reference table function for two-line application



Information Technology

604.00 Telephone Requirements

604.01 Telephone Requirements

A. Guest Rooms/Suites

1. Each guest room/suite must have a telephone at the nightstand equipped with a 25-foot cord and message light. An additional phone may be provided at the desk. If two phones are available, each must be equipped with a 15-foot cord. In studio suites, phones are required at the nightstand and at the desk.
2. Emergency dialing instructions must be displayed on the telephone face plate. A speed-dial button may be used as long as the telephone face plate displays the emergency dialing instructions in the event the speed-dial button is inoperable.

B. General Area

1. All telephones in the hotels must allow 911 or E-911 calls to be placed, regardless of other restrictions or guest room status (stop charge, etc.)
2. The swimming pool area, exercise room and all elevators must be equipped with a house telephone that will ring to the front desk.
3. There must be a minimum of one telephone that has local, credit card and toll-free number access. If a pay phone is not available, there must be a house telephone with these dialing features available. An additional house phone is required in or near the lobby. Both phones must be restricted from dialing guest rooms and suites. Professionally created signage must be in place designating local, credit card and toll-free number dialing instructions. If signage is wall-mounted, it must match interior signage package.

Examples of sign:

For local calls, dial 9 + number

For 800 and long distance calls, dial 8 + number

For emergency, dial 911

4. The housekeeping area must have a telephone.

604.02 Recommendations for Telephones

- A. Hilton Hotels recommends both Teledex and TeleMatrix telephones with the standard faceplate design for brand consistency.

B. Dial Plan

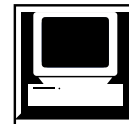
The recommended standard dial plan for guest rooms and suites is:

1. Nine for local calls
2. Eight for long distance calls
3. Speed dial button for front desk/wake-up



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4. Speed dial button for messages and voice mail
5. For guest room to guest room or suite to suite dialing, touch seven plus the room number for line one and six plus the room number for line two. For example, to call Guest Room 100, a person would dial 7100 for line one and 6100 for line two.



Information Technology

605.00 Network Access Requirements

605.01 Local Telephone Network Access

Local non-toll telephone calls must be provided at no charge to guests.

605.02 Network Access Recommendations

A financial analysis of local T-1 versus individual lines should be performed prior to ordering service to ensure that the highest service level is provided at the lowest possible cost. In many cases, dedicated T-1 service provides higher revenue with lower access and usage costs. Contact: Hilton Telcom, Jettie Taylor (901) 748-7920.

605.03 Long Distance Network Access

- A. Calling card/O+ telephone calls cannot be billed at a rate exceeding the current AT&T rate. Credit card tariffs and surcharges cannot be applied. Deposits for telephone usage are prohibited.
- B. The long distance carrier's name and rates must be provided in each guest room in the guest directory (see [Rule 118.12](#)).

605.04 Long Distance Network Access Recommendations

Hilton recommends AT&T dedicated T-1 service, whenever financially feasible, and AT&T 1+ and O+ long distance telephone service. In many cases, dedicated T-1 service provides higher revenue with lower access and usage costs.



Information Technology

606.00 Americans With Disabilities Act (ADA) Compliance

Each Hampton hotel must comply with all ADA requirements concerning telecommunications.



Information Technology

607.00 Voice, Data and Video Cabling Infrastructure

607.01 Empty Conduit System

An empty conduit system shall be designed and installed using the codes and standards of the following agencies:

<i>ANSI</i>	American National Standards Institute
<i>BICSI</i>	Building Industry Consulting Services International
<i>BOCA</i>	Building Officials and Code Administrators
<i>EIA/TIA</i>	Electronic Industries Association/ Telecommunications Industry Association
<i>FCC</i>	Federal Communications Commission
<i>IEEE</i>	Institute of Electrical and Electronic Engineers
<i>NFPA</i>	National Fire Protection Association
<i>NEC</i>	National Electrical Code
<i>UL</i>	Underwriters Laboratories

During the schematic and design development phases, consultants should refer to the following standards to ensure that adequate pathways are established capable of supporting current and emerging technology for guest services.

A. BICSI

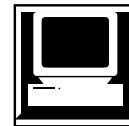
Consult the *Telecommunications Distribution Methods Manual*, issue number seven, 1995, for design assistance regarding:

1. Service entrances
2. Equipment rooms/closets
3. Grounding, bonding, electrical protection and fire stopping
4. Horizontal and vertical distribution pathways
5. Special situations (poolside, ADA, etc.)

B. EIA/TIA

Various standards documents are to be consulted which deal with all aspects of low voltage (>110VAC/DC) cabling. Note that the Canadian equivalent of EIA/TIA is CSA. The following documents are relevant to the design of an empty conduit system and the subsequent design of the technology infrastructure:

1. EIA/TIA-568A (CSA T529)
Commercial Telecommunications Cabling Standard
2. EIA/TIA-569 (CSA T530)
Commercial Building Standard for Telecommunications Pathways and Spaces



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3. EIA/TIA-570 (CSA T525)
Residential and Light Commercial Telecommunications Wiring Standard
4. EIA/TIA-670 (CSA T527)
Commercial Building Grounding/Bonding Requirements

The International Standards Organization of the United Nations is currently adapting these EIA/TIA standards under the title *Generic Cabling for Customer Premises Cabling ISO/IEC 11801*.

607.02 Voice and Data Wiring for Guest Rooms

It is the intent of this section to define a technology-based cabling system (media, connectors, jacks, etc.) which supports terminal equipment provided by the hotel (telephone sets, fax machines, printers, etc.) and which accommodates equipment the guest carries and attaches to the hotel network.

- A. In each room or suite a wiring point is installed on or near the bed(s) and at or near the activity table or work desk.
- B. At a minimum, each wiring point shall contain a single run of UTP (unshielded twisted pair), four-pair, Category 5E or 6 (EIA/TIA 568A) compliant cable.
- C. Each run will terminate in a Category 5E or 6 compliant wall jack (RJ45 or RJ11).
- D. Optional Configurations
 1. Emerging high-speed networks for Internet and video-based guest services will require extra bandwidth available with additional UTP cable pairs available in each guest room/suite.
 2. A second four-pair, Category 5E or 6 compliant cable may be pulled to the same location as that for the coaxial cable used for CATV. If this option is not used, the empty conduit, used for the CATV coaxial cable, must be sized to accommodate this additional cable in the future.

607.03 Voice and Data Wiring for Hotel Front Desk and Back Office

- A. At each location identified for a OnQ desktop component (server, workstation, printer), a four-pair, UTP, Category 5E or 6 compliant cable and associated hardware should be installed.
- B. Where an administrative telephone is co-located with a OnQ component, dual-jack arrangements are encouraged.

607.04 Availability of Reference Documents

- A. Internet Websites
 1. <http://www.anixter.com>
Summary of all EIA/TIA 568A (et al) cabling standards and design/installation
 2. <http://www.bicsi.org>
Access to the latest EIA/TIA updates and information on BICSI related issues



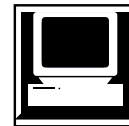
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3. <http://www.lucent.com>
Design and cost analysis information regarding the use of structured cabling design tools as related to EIA/TIA standards
4. <http://www.ortronics.com>
Design and component specifications to assist designers and engineers in selecting a standard based, structured wiring system

B. Literature and Publications

BICSI Telecommunications Distribution Methods Manual

1. BICSI
10500 University Center Dr
Suite 100
Tampa, FL 33612
Telephone 813/979-1991
2. EIA/TIA Standards Publications
c/o Global Engineering Documents
Fax request to (800) 854-7197



Information Technology

608.00 OnQ Property Management System

608.01 Every Hampton hotel must utilize OnQ/Hampton, an integrated hotel business computer system. OnQ must be fully operational when the hotel is opened. Management and hotel staff must be trained and certified by the system supplier and pass final certification with a combined score of least 80 percent.

OnQ/Hampton will perform the following functions:

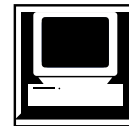
- A. Provide real time integration with the Hampton Reservation System that supports all current and future reservation functions and procedures
- B. Maintain room status, provide automated guest folio and accounting capabilities and provide a level of guest service required to maintain the Hampton Hotel Standards and conform to Hampton Hotels Rules of Operation
- C. Integrate with and provide timely data to our centralized database for system statistics and financial data analysis
- D. Support all current and system-wide marketing programs
- E. Provide a fully integrated revenue management system which analyzes historical data and current booking activity and recommends how to achieve the highest possible revenue
- F. Connect to the Internet service provider approved by Hilton for e-mail access. The service includes online access capability that allows hotels to closely manage their property information as contained on the hotel brand Web sites and interact directly with consumers via e-mail. The connection also allows access to emerging Web based business applications on OnQ Insider.

608.02 Configuration for OnQ/Hampton in a Hampton Hotel

A. File Server

The file server maintains the hotel database information and OnQ software. Third-party interface software is installed in this unit, which also provides communication between the hotel and the central reservations system. The file server must have one (1) each of the following components:

- 1. IBM tower system unit
- 2. IBM color monitor
- 3. Communications board
- 4. Keyboard with trackpoint
- 5. UPS (uninterruptible power supply) unit
- 6. Back-up tape drive unit
- 7. Microsoft back office server license
- 8. Modem (internal or external)



Information Technology

9. (IFB) Dedicated phone line

B. Network Communications

Frame Relay (required for all new construction)

A CSU/DSU (Channel Service Unit/Digital Service Unit) and router connects the hotel to the Hilton network.

C. MSAU (Multistation Access Unit) or 3Com SuperStack II Hub

1. The MSAU maintains communication among the workstations, DIU and file server. The cabling standard is Type 9, Token Ring cabling.
2. The 3Com SuperStack II Hub maintains communication among the workstations, DIU and file server. The cabling standard is Category 5E or 6 (requested for all new construction).

D. Workstations

The guidelines outlined below are provided as minimum and maximum parameters for hotels. The actual number of workstations are determined at contracting. The overall brand minimum is three, thus allowing information to be processed in several locations at the same time. One of these workstations must be used for Internet access.

1. For Hampton Inns with
 - a. 0 to 99 rooms, three workstations
 - b. 100 to 139 rooms, four workstations
 - c. 140 to 179 rooms, five workstations
 - d. 180 to 240 rooms, nine workstations
 - e. 241 or more rooms, eleven workstations
2. For Hampton Inn & Suites with
 - a. 0 to 109 rooms, five workstations
 - b. 110 to 145 rooms, six workstations
 - c. 146 or more rooms, nine workstations
3. Each workstation must consist of the following components:
 - a. IBM desktop system unit with CD-ROM
 - b. IBM color monitor
 - c. Keyboard
 - d. Pointing device
 - e. Laser printer



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E. Credit Card Readers

Credit card readers are used to input credit card numbers automatically on the guest folio by swiping the card through the reader. Locate one credit card reader at each front desk workstation.

F. Software License

Each Hampton hotel must have one (1) software license for OnQ/Hampton.

G. Call Rating Interface Software

One (1) call rating interface software program is necessary for OnQ to interface to an approved third party call accounting system.

H. PBX Interface Software

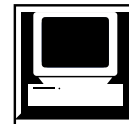
One (1) PBX interface software program is necessary for OnQ to interface to an approved third party PBX.

I. Voice Mail Interface Software

One (1) voice mail interface software program is necessary for OnQ to interface to an approved third party voice mail system.

608.03 OnQ Training

See [106.09](#) in the Rules of Operations section for information about OnQ training.



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609.00 Software Compatibility

609.01 Hilton Hotels will not provide support for any non-certified third-party software and/or equipment (see [Rule of Operation 120.00](#)).

609.02 Hotels must neither attach nor use third-party equipment and/or interfaces with the OnQ desktop equipment that have not been certified by Hilton Hotels as meeting Hilton Hotel specifications.

Should the hotel choose to install third-party, non-OnQ software that has not been certified by Hilton Hotels as being compatible with OnQ equipment, the hotel will bear any and all costs of repair or replacement to restore proper operation of the equipment.

Complete lists of approved third party interfaces and software are available on the OnQ Web site.

Hotels may not install or connect any third-party network equipment that would allow access to the OnQ network from an outside source. Firewalls and other devices installed on the OnQ network must be provided by Hilton.

609.03 OnQ desktop software packages that are Microsoft XP workstation compatible need the legal, licensed software (original installation disks) in order to install the software.

609.04 When certain OnQ certified equipment or parts for certain OnQ certified equipment are no longer being manufactured or reasonable obtainable, Hilton shall notify hotels of such circumstance and that maintenance on such certified equipment will no longer be provided by Hilton. In this circumstance, it is recommended that hotels replace the retired model with the currently unmanufactured certified model.

609.05 Hotels must maintain and have installed the most current version of Microsoft Office. Software will be purchased at a reduced rate and billed through monthly installments through the Hilton IT Department. (See [Rule of Operation 120.10](#))



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610.00 Internet Web Site Standards

A. Strategy

Our brand Internet strategy enables individual properties to capitalize on an Internet presence by using the brand Web site www.hampton.com for electronic marketing purposes as opposed to creating stand-alone Web sites.

B. Domain Names

Hilton Hotels Corporation currently assigns each hotel a domain address within the www.hamptoninn.com Web site that is to be used as the hotel's Internet address on the World Wide Web.

Domain names for all addresses related to the hotel or that redirect to hotel's Internet address are to be owned by Hilton Hotels Corporation.

To transfer ownership of a domain to Hilton Hospitality, request a purchase of a domain, or request a redirect, go to OnQ Insider.

C. Updates and Maintenance

Complete details for creating, updating and maintaining your hampton.com hotel Web site can be found in the Hampton Online Marketing Tool Kit at OnQ Insider.

D. Search Engine Marketing and Optimization

No hotel/management company/franchise group may (directly or indirectly) purchase a keyword that includes any Hilton trademarked names other than their own officially approved hotel name. Nor can they purchase other trademark names of competitor hotels. Nor can they authorize a third party to purchase the hotel name under any circumstance. Strict compliance of this standard is required.

Given the changing nature of this technology, we have the right to withhold our approval, and to withdraw any prior approval, and to modify our requirements.

E. Resources/References

1. Hampton Online Marketing Tool Kit OnQ Insider > Hampton Brand.
2. Hampton Brand Stand-Alone Web Site Guidelines
These will be posted within the Hampton Online Marketing Tool Kit ([see 610.02](#)).
3. Domain Request for Purchase
See OnQ Insider.



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4. Domain Transfers
See OnQ Insider.
5. Domain Redirects
See OnQ Insider.

610.02 Stand-Alone Web Sites

Stand-alone Web sites are any Web sites (including without limitation html, xml, ftp, Web logs, chat, bulletin boards and any other electronic communications or distribution media) that are created by a hotel, group of hotels or entity outside of the brand.com environment. This also includes hotel e-mail sites and address because they may display our marks.

The guidelines and rules below apply to any Web site representing any one of the Hilton Family brands, or any property therein, created outside of the corporate held/hosted Web sites (hampton.com).

- A. Once the hotel initiates the creation of a new stand-alone Web site, the hotel and all of its vendors must work with Hotel Content and Support and the appropriate Brand Marketing team to ensure that all guidelines are met. The hotel must have completely optimized its www.hampton.com Web site before developing any stand-alone site.
- B. The information that appears on these sites is the sole and direct responsibility of the hotel(s)/entity. Content must be maintained by the hotels through the hotel's stand-alone vendor agreed upon defined process.
- C. The hotel is responsible for all aspects of its sites, including without limitation all costs, fees, licenses, permits, claims, development and maintenance related in any way to these sites.
- D. Hilton takes the collection and retention of personally-identifiable information seriously. Strict compliance is required for any standalone Web site to all applicable laws, standard practice instructions and/or brand standards.
- E. Existing Stand-Alone Sites Currently Under Contract
After September 1, 2005, all stand-alone Web sites must meet current Web site standards.
- F. Franchises

Upon the expiration or termination of the Franchise License Agreement, you must irrevocably assign and transfer to Hilton (or its designee) all of your right, title and interest in any domain listings and registrations which contain any references to our marks, system or licensed brand, and delete all references to Hilton's marks or licensed brands from any other Web site(s) you own, maintain or operate.



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G. Trademark/Copyrights

All intellectual property created for Hilton is owned by Hilton Hotels Corporation. Conrad intellectual property is owned by Conrad Hospitality, LLC. HHonors intellectual property is owned by Hilton HHonors Worldwide, LLC. Certain copyright notices and proper trademark usage must be displayed on the Web site. Legal must also review the references to third-party names and logos that appear on the site. Please refer to Trademark and Identity Section of your Hampton Brand Standards manual (see [Section 400](#)).

H. Purchase and Registration of Domain Names (URLs)

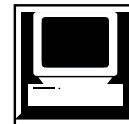
1. You may not promote or advertise the licensed brand or the hotel on the Internet or any computer network unless you obtain prior written approval from Brand Management of the third-party Web site in which the hotel will be listed, any proposed links between the Web site(s) and any other Web site(s), any proposed changes to the Web site(s), and have registered the hotel's domain name through Hilton's Domain Administrator.
2. All domain names must be registered through Hilton Hotels Corporation. To request a domain, go to OnQ Insider.
3. Once submitted, your request will be reviewed by Hilton's domain administrator. You will receive an answer to your request within five business days. Your hotel will pay no costs for the purchase of the domain (or its renewal) if it is registered through Hilton. You will be notified prior to the domain's expiration by the domain administrator to confirm or decline the renewal of the domain.

I. Hosting

The hotel and its vendors will be solely and directly responsible for everything relating to their Web sites, including without limitation, site hosting and maintenance. Hotels may have their sites hosted by a company other than the site creator/developer. The third party host must sign the Hilton Web Services Agreement. If a domain name server (DNS) change is needed for a domain owned by Hilton, go to OnQ Insider. HHC's domain administrator will make the change within five business days of the submittal of the form. Once the DNS has been updated, allow an additional 24 to 72 hours for the change to propagate throughout the Internet.

J. Brand Style Guides

The site must be well constructed with a "look and feel" consistent with Brand standards. All design must be approved by the appropriate Brand Marketing team prior to the site going live. It is best to include them in the initial design process to prevent any changes later on. Please forward to Hampton Brand Marketing at hampton.marketing@hilton.com.



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K. Reservations Functionality

1. Booking Engines

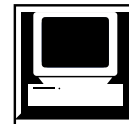
All reservations are to be routed directly to Hilton's brand.com Web site. Any and all fees, taxes, commissions or charges of any kind due or payable in regard to reservations are the hotel's sole responsibility.

- a. The site must link back to the main brand.com reservations module for any/all reservations.
- b. No brands outside of the Hilton Family of brands may be cross sold.
- c. In order to pass customers to a specific CTYHOCN reservation page or package page, certain parameters to the main reservation URL have to be added. For example:
 - 1) <https://secure.hilton.com/en/hp/res/index.jhtml>
 - 2) Main reservation URL for Hampton Inn & Suites Shady Grove, add CTYHOCN
 - 3) Featuring property – Hampton Inn and Suites
<https://secure.hilton.com/en/hp/res/index.jhtml?ctyhocn=memsghx>
- d. There are other parameters that can be added to pass the customer to a specific reservation result, including:
 - 1) SRP
 - 2) SRP description
 - 3) Corp ID
 - 4) Arrival and departure dates

L. Search Engine Optimization and Marketing

Hilton Hotels Corporation has engaged Wahlstrom Interactive (www.wahlstrominteractive.com) to provide a corporate strategy for search engine marketing and optimization. Search Engine Marketing consists of two important areas: Optimization and Pay for Performance.

As Hilton Hotels Corporation rolls out the Search Marketing Strategy for the Hilton Family of Brands, clusters, and local properties, there are some key principles that are critical in order for HHC to achieve efficient and cost effective results. For the latest strategy, please defer to the Search Engine Marketing Strategy Survival Kit which can be found in the Online Marketing Tool Kit at OnQ Insider > Hampton Brand.



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No hotel/management company/franchise group may (directly or indirectly) purchase a keyword that includes any Hilton trademarked names other than their own officially approved hotel name. Nor can they purchase other trademark names of competitor hotels. Nor can they authorize a third party to purchase the hotel name under any circumstance.

Given the changing nature of this technology, HHC has the right to withhold approval, withdraw any prior approval and modify our requirements.

M. Reporting and Analytics

The Web site hosting company is required to provide the following basic reporting upon request to HHC for measurement of the success of the site:

1. Reports for the entire site as well as participating featured hotels
2. A visitor summary representing unique visitors, average visits per visitor, visitors who visited once, and visitors who visited more than once
3. Page views
4. Visits
5. Top pages
6. Top referrers

N. Links to Other Sites

The site can neither promote nor link:

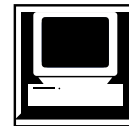
1. To any non-HHC property
2. To any third-party Web site unless approved by BDM
3. To other sites that dilute traffic from the brand.com site
4. To other sites that generally have content that HHC does not have control over and any questionable data/content can therefore not be controlled

O. Third Party Links

1. Framing

“Framing” is the process of allowing a user to view the contents of one Web site while it is framed by information from another site, similar to the “picture-in-picture” feature offered on some televisions. For example, a user of a search engine may view the contents of an online store that is framed by the search engine’s text and logos.

- a. The site cannot use framing or other methods to copy or make any use of the content of stand-alone Web sites. Also, the hotel cannot permit the site to be framed.



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- b. Framing may trigger a dispute under copyright and trademark law theories because a framed site arguably alters the appearance of the content and creates the impression that its owner endorses or voluntarily chooses to associate with the framer.

2. Third Party Links Outside of the Brand

- a. If using third party links outside of the Hilton brand sites, they must be opened using an external browser screen window.
- b. The hotel must review, and Hilton retains the right to disapprove at any time, linked third party sites outside of the brand. Any such site cannot include information about, or link to, other competing hotel Web sites nor have “questionable” data.

P. Images/Photos Brand Approvals

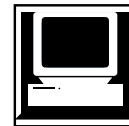
- 1. Hotels submitting images must prove in writing that they own the images and have Internet usage rights. Usage remains at the hotel’s sole risk and responsibility. Photography release forms must be signed by any photographer for any property image. (The hotel must ensure that it can use all images without any obligation to pay a recurring royalty fee). Releases may also be obtained from agencies hired by the hotel (if the agency’s contract specified that the hotel owns all rights and privileges related to the images). Each hotel must maintain in its records original signed copies of all necessary releases, agency agreements, work-for-hire agreements, non-disclosure agreements and all other agreements related to its submitted images, content and sites.
- 2. No hotel may have more images on a third party or stand-alone Web site than they have posted on www.hampton.com.
- 3. Images must be an accurate representation of the hotel facilities and rooms.
- 4. Specific required images to be available on www.hampton.com are outlined in the Hampton Online Image Requirements which can be found in the Hampton Brand standards-Hampton Online Image Requirements, refer to [Standard 610.07](#).

- Q. A message must be displayed on the home page that states: “This Web site is for an individual hotel, (your hotel name). You may obtain further information regarding Hampton hotels at hamptoninn.com.” This information must link to the Hampton brand Web site.

R. Logos/Copyrights

All property stand-alone sites must feature the copyright line of ©[year, e.g., 2008] Hilton Hotels Corporation at the bottom of each Web page. Franchised properties may also feature the copyright line of its ownership group.

All appropriate brand logo usage and copyright standards must be followed.



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S. HHonors

All HHonors content and/or integration of HHonors® with links to www.hiltonhhonors.com must be submitted to HHonors for approval. Contact your HHonors Marketing Manager.

T. Data Capture and Email Lists

Stand-alone sites are not permitted to create their own e-mail capture or collect information from site visitors nor are they permitted to send promotional e-mails.

Stand-alone sites must adhere to [122.00 Brand Privacy Rules](#).

U. Brand.com Referral Links

1. Required

a. Reservations

The site must link back to the main hamptoninn.com reservations module for any/all reservations. See detail under “Reservations Functionality” section.

b. Groups and Meetings

The site must link back to the main www.hamptoninnmeetings.com or www.hiltondirect.com. Request a proposal for any and all group, meeting, convention, leisure, and tour/wholesale related requests. See detail under Groups and Meetings Functionality section.

c. Our Best Rates. Guaranteed.

Mention the Best Rates guarantee on the home page and reservation pages and link to <http://www.hiltonworldwide.com/en/ww/ourbestrates/overview.html>

d. HHonors

Link to either www.hiltonhhonors.com or <http://www.hilton.com/en/hhonors/points/index.html>.

2. Optional

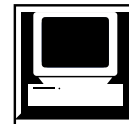
a. Directions and transportation

b. Specials and offers

c. Local maps

d. Business and attraction locator

e. The weather feature on brand.com is not licensed for use on any stand-alone Web site.



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V. Technology Considerations

1. Supported platforms and operating systems are Windows 2000, Windows XP and Mac 9.01.
 2. Browsers supported are Netscape 6.0 and greater and Internet Explorer 5.5 and greater.
 3. Page size is to be under 100K, except to the extent specifically approved by Corporate. All images should be optimized. Flash images are allowed if the page size remains under 100K.
 4. PDF attachments are acceptable. We recommend that they stay under 1MB size to prevent long download times for the user.
- W. A list of approved vendors can be found within each brand's online marketing Tool Kit on OnQ Insider > Hampton Brand.
- X. Additional pages or functionality added to the Web site after the initial launch of the site must be reviewed and approved as well by Hotel Content at Hotel.Content@hilton.com and Hampton.Marketing@hilton.com.

610.03 Hilton Family Cluster Website

Hotels desiring to participate with a Hilton Family Cluster Web site must comply with HHC cluster guidelines. See HiltonNet Clusters Web Site information on OnQ Insider.

Contacts/Resources

- A. For Hilton Legal Department, Brand Online Marketing, Domain Request for Purchase Tool Kit, Domain Transfers and Domain Redirects, refer to OnQ Insider
- B. BDM (Brand Distribution Marketing) Manager for Clusters
Pending generic phone and e-mail
- C. Hotel Content
(877) 777-7881
hotel.content@hilton.com
- D. Purchase or Transfer of Domain Names
Hilton's Domain Administrator
Domain.admin@hilton.com
- E. Brand Marketing
(800) 615-4007
hampton.marketing@hilton.com

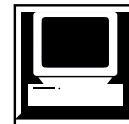


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F. International/Regional Contacts

Mexico	hhonorsmarketing.mexico@hilton.com
Canada	hhonorsmarketing.canada@hilton.com
Alaska, Arizona, California, Colorado, Idaho, Montana, Nevada, Oregon, Utah, Washington, Wyoming	hhonorsmarketing.west@hilton.com
Hawaii, Iowa, Illinois, Indiana, Kansas, Michigan, Missouri, Minnesota, North Dakota, Nebraska, New Mexico, Oklahoma, South Dakota, Texas, Wisconsin	hhonorsmarketing.central@hilton.com
Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia	hhonorsmarketing.northeast@hilton.com
Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina, Tennessee	hhonorsmarketing.southeast@hilton.com

- 610.04 All sites containing any of the trademarks and any linked sites must advertise, promote, and reflect on your hotel and the system in a first-class, dignified manner. Hilton's right to approve all materials is necessitated by the fact that those materials will include and be inextricably linked with its trademarks. Therefore, any use of the trademarks on the World Wide Web, the Internet, or any computer network, must conform to Hampton's requirements, including the identity and graphics standards for all system hotels. Given the changing nature of this technology, Hampton has the right to withhold its approval and to withdraw any prior approval to modify its requirements.
- 610.05 You may not (without a legal license or other legal right) post on your site(s) any material in which any third party has any direct or indirect ownership interest, including video clips, photographs, sound bites, copyrighted text, trademarks or Trademarks, or any other text or image in which any third-party may claim intellectual property ownership interests. You must incorporate on your site(s) any other information Hampton requires in the manner it considers necessary to protect its trademarks.



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610.06 Upon the expiration or termination of the Franchise License Agreement, you must irrevocably assign and transfer to Hilton (or to its designee) all of your right, title and interest in any domain name listings and registrations which contain any references to our marks, system or licensed brand, and must notify the applicable domain name registrar(s) of the termination of your right to use any domain name or site(s) associated with the trademarks or the licensed brand, and will authorize and instruct the cancellation or transfer of the domain name to us (or our designee), as directed by us. You must also delete all references to Hilton's marks or licensed brands from any other site(s) you own, maintain or operate beyond the expiration or termination of the Franchise License Agreement. (Franchise License Agreement, Paragraph 5c.)

610.07 Required and Recommended Imagery for Hampton.com

All Hampton Inns and Hampton Inns & Suites must make available still property images on the brand Web site, www.hampton.com. Hotels may load multiple images free of charge. For information on loading images, consult the following Web site OnQ Insider.

- A. Hampton Inn hotels must have a minimum of four still images.
- B. Hampton Inn & Suites hotels must have a minimum of five still images. The core four as indicated for the Hampton Inn brand, plus a guest suite image.
- C. All online images of the hotel or property must adhere to the following:
 - 1. No hotel may have more images on the third-party or stand-alone Web site than it has posted on www.hampton.com.
 - 2. Images must be an accurate representation of the hotel facilities and rooms.
- D. Specific required images to be available on www.hampton.com are as follows:
 - 1. Exterior
 - 2. Breakfast area
 - 3. Front desk/lobby
 - 4. Standard guest room
 - 5. Guest suite (for Hampton Inn & Suites)
- E. Other ideas (ideal but not mandatory) are:
 - 1. Swimming pool
 - 2. Fitness center
 - 3. Conference/meeting room
 - 4. Business center



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611.00 Hotel Information Security Standards

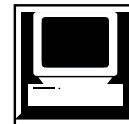
Hilton Hotels Corporation and the Hilton Family of Brand Hotels are dependent on the timely and appropriate access to information and information systems. The HHC Information Security Department assists the corporate-owned and managed Hilton Family of Brand Hotels to maintain the confidentiality, integrity and availability of corporate information and information systems. The Information Security Standards are requirements for corporate owned or managed hotels and recommended as information security practices for franchise hotels.

611.01 Business Center

- A. All business center computers must have an up-to-date anti-virus program installed that cannot be disabled.
- B. Anti-spyware software must be installed and current for Windows-based systems.
- C. All business center computers must be routinely updated with all patches within 30 days of their release date from the software manufacturer (e.g., Microsoft Updates).
- D. All business center computers must be inspected daily for physical key logging devices.
- E. All business center computers must be on a network separate from the hotel's Property Management System network or using INCS.
- F. All unnecessary and insecure services and protocols not directly needed to perform the devices specified function (e.g., FTP & telnet) must be removed.
- G. Default passwords for administrative or evaluated rights must meet the requirement of a strong/complex password and be changed every 90 days.
- H. Administrator account cannot be "administrator" and must be renamed at time of installation.
- I. Guest access to the workstation must be through the Windows Guest account or some similar account with no administrator or power user privileges.

611.02 Applications/Systems

- A. Property Management System (PMS) version must be Payment Application Best Practice (PABP) and/or Payment Application Data Security Standard (PA-DSS) certified. A list of approved PABP applications and version can be found at: http://usa.visa.com/download/merchants/validated_payment_applications.pdf
- B. Vendor software (F&B POS, Retail POS, Parking Garage, Spa, Golf, etc.) must be PABP certified if applicable (credit card data is entered, procured, transmitted and/or stored).
- C. All receipts (PMS, F&B, Retail, Spa, Parking Garages, etc.) should NOT display full credit card number and/or credit card expiration date. Last 4 numbers of the credit card is fine; the rest should be masked (displayed with XXXXXs or not displayed at all). Expiration date should never be displayed on the receipt.



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- D. Maintenance and emergency software patches for non OnQ systems (e.g., Point of Sale systems) must be installed and kept up to date per vendor specifications.
- E. Application system data input should be periodically reviewed to ensure the integrity of the data entered (e.g., Guest information is not generic, data entered is complete).

611.03 Computer Access Controls

- A. Access to any computer system information must be limited to a business need to-know basis.
- B. Access to credit card data must be limited to employees that require access for business purposes.
- C. Employee access and employee permission levels must be reviewed and signed off quarterly by the general manager or his/her representative.
- D. Employee access (and permissions) must be reassigned with changes in job duties. Each employee is required to have a unique ID for computer access.
- E. Employees must be educated on the need to keep their username/passwords private and secure.
- F. User accounts for terminated employees need to be disabled within the OnQ Identity System within 48 hours.
- G. User accounts for applications not synchronized with the OnQ Identity System must be disabled immediately for terminated employees.
- H. 3rd party vendor (e.g., POS system) remote access must be control and regulated per the vendor remote access standards using Positive Networks VPN solution.

611.04 Physical Security

- A. Access to the computer facilities (e.g., server rooms, telephone closets, etc.) must be secured and restricted to authorized personnel (e.g., hard key, keycard, etc.).
- B. Access to all computer network equipment (e.g., switches and patch panels) must be secured and restricted to authorized personnel (e.g., locked cabinet).
- C. All OnQ network and VOIP jacks in public areas must be secured with a lockbox or similar device or unplugged at the patch panel to disable the jack when not in use.
- D. All wireless access points must be stored securely (e.g., in a locked box).
- E. System backup tapes must be securely stored in a fire-proof safe or locked cabinet away from the server.
- F. System backup tapes must be labeled appropriately (e.g., date, contents, confidential—if appropriate).
- G. Hard-copy documents with credit card or other sensitive information (e.g., audit packs, reports, faxes, ledgers, etc.) must be stored securely (locked file cabinet, etc.).



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- H. All hard-copy documents must be crosscut shredded when no longer required or once they have reached the end of the retention period established in the retention policy.
- I. Workstations and servers must be securely wiped of all data when repurposed, re-freshed, returned or retired.

611.05 Wireless Network

- A. Wireless networks must be encrypted.
- B. Vendor default SSID on wireless access points must be renamed.
- C. The OnQ network firewall must be installed to restrict access to critical applications from vendor applications.
- D. HSIA must be on a separate network from the OnQ network or separated by a firewall.
- E. Guest HSIA networks must not be used for POS and/or OnQ servers and workstations.
- F. All third party applications or systems must be certified by the OnQ Change Control Committee prior to being installed on the OnQ network.

611.06 Network

- A. Vendor supplied usernames and passwords must be removed from all applications and devices.
- B. All unnecessary and insecure services and protocols not directly needed to perform the devices specified function are to be disabled (e.g., FTP & telnet must be disabled).
- C. Intrusion detection systems must be left in place as configured by the OnQ Implementation team to monitor unauthorized network access.
- D. All servers and workstations installed on the OnQ network must be configured with a current functioning anti-virus program.
- E. Any third party networks must be separated from the OnQ network by a firewall approved and provided by Hilton.
- F. OnQ Property Management server backups must performed daily and label as appropriate (e.g., date, contents, confidential).



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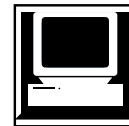
612.00 In-Room, On-Demand Movies and Video Games

612.01 Properties may, at their option, offer in-room, on-demand movies and/or video games.

If your hotel is interested in installing in-room, on-demand movies or video games, please contact a Hilton In-room Entertainment Services (HIES) representative at 866/446-7666.

Lodgenet is the recommended supplier.

612.02 Guests are typically charged a fee for movies and video games. This fee is billed to the guest folio, then shared between the movie supplier and the hotel property. The hotel is required to handle overall accounting activities and monthly revenue share submission to the supplier. Property management system interfaces may require additional license and maintenance fees.



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613.00 Hampton High-speed Internet Access (HSIA) Operational and Technical Standards

Hotels opening after August 1, 2007, must implement the Stay Connected high-speed Internet solution. Existing hotels open prior to August 1, 2007, must maintain standard 613.01 and comply with the following Stay Connected standards by December 31, 2008.

613.01 Existing Hotels and Preferred HSIA Providers

A. Pre-Survey Questionnaire (Stay Connected)

All hotels must complete the online pre-survey questionnaire (PSQ) by May 31, 2008, to begin the transition to the Stay Connected program. The survey can be found at: <https://racs.raioam.com/Login.aspx?mode=gm>.

B. Guest Rooms

High-speed Internet access (wired or wireless) must be installed and functional in all hotel rooms. HSIA must be offered as a complimentary service.

C. Lobby/Breakfast Area

High-speed Internet access (wireless) must be available in the lobby/breakfast area and be offered as a complimentary service.

D. Meeting Rooms

High-speed Internet access must be installed and functional in all meeting rooms (wireless) and must be offered as a complimentary service.

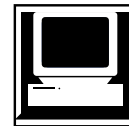
E. Collateral

Brand approved collateral must be maintained in guest rooms, clearly identifying the provider service number and technical support directions.

F. Hotels must maintain technical support for guests, 24-hours a day, through an HHC approved HSIA provider until the transition to the Stay Connected program by December 31, 2008. Support must include:

1. System availability must be 95 percent or greater.
2. Provider must maintain on-site break-fix services.
3. Proactive network monitoring to ensure maximum system performance.
4. Monthly reporting including system usage, bandwidth consumption, system up-time and call center statistics.

G. Ethernet bridges must be available at the front desk to accommodate 10 percent of the total guest rooms.



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613.02 Stay Connected Installation (if applicable)

A. Guest Rooms

HSIA must be installed in 100% of guest rooms with either a wired or wireless solution. For wired solutions, a physical connection must be plainly visible on the desktop. (See [Standard 613.04.](#))

B. Lobby/Breakfast Area and Business Center

Wireless HSIA must be installed in the lobby, breakfast area and the business center. Wireless HSIA must be offered as a complimentary service.

C. Meeting Room

All meeting and boardrooms must have wireless HSIA installed.

D. In-Room Pull Through Cables Device

Must be provided for wired solutions and must be of sufficient length to allow guest laptop access from any point on the desk.

E. Collateral Hardware

Brand approved in-room collateral must be available in guest rooms. (See [Standard 613.08.](#))

F. Premise Cabling

Hotels opening on Stay Connected are required to install Cat5e or Cat6 cabling.

G. Remediation to meet HHC

All existing hotels are required to implement, as their responsibility, the remediation recommendations made by HHC, based on HHC-managed surveys.

H. Only HHC and its agents are allowed to perform any of the following HSIA services:

1. Installation of HSIA equipment
2. Provisioning and installation of HSIA circuits (See [Standard 309.13D.](#))
3. Hotel and consumer HSIA support

I. Selection of an Equipment Vendor

Hotels must purchase and install hardware and software to meet this high-speed Internet access requirement, in addition to the hardware and software for OnQ. This HSIA hardware will be purchased from a preferred service provider chosen by Hilton Hotels Corporation, installed by Hilton or our agents and maintained by Hilton or our agents.



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J. Payment for Equipment, Services and Other Fees

All fees and costs for equipment, procurement and installation services provided by Hilton's preferred services provider will be billed to the hotel by the preferred services provider or Hilton. Any pre-installation infrastructure work to be performed by the Hotel and any core drilling, firewall penetration, wiring chase installations and lift rental are the responsibility of the hotel.

613.03 Basic HSIA Features

A. The HSIA service must provide certain basic capabilities. The desired solution must provide either:

1. A Wireless 802.11b or 802.11g dual mode connection. It is mandated that all access points are powered over Ethernet and connect directly to a switch. No local AC/DC wall power adapters can be used on the Access Point.

Or:

2. A Wired Ethernet Solution CAT5e or CAT6 Cabling will be connected directly into the Ethernet switch and will not exceed 100 meters or 300 feet (sharing CAT5 pairs between a non-IP phone system and data not allowed). A patch cable must be provided and on the desk. No split-pairs are allowed
3. A Wired DSL connection using either:
 - a. Existing in-room CAT5 cable cabling, or
 - b. Existing CAT3 telephone cabling – in-room device included along with all cables provided

B. Wireless Installations

Wireless 802.11b/g (dual mode) Ethernet bridges (approved models with HHC firmware)—refer to [Standard 613.08](#)—must be provided for at least 10 percent of the total number of guest rooms (e.g., 10 wireless bridges for a 100 room hotel). These devices must be plug-and-play and must not require any configuration of the guest's laptop or the wireless bridge. These must be approved by HHC.

C. Wired Installations

HSIA connections in meeting rooms and guest rooms must offer a standard Ethernet jack (RJ-45). Category 5e or 6 Ethernet cable connections must be supported and provided as required by the solution. Category 5 Ethernet "patch" cables should be available in the room for guest use. There should be no additional charge to the guest for an Ethernet cable to be in the suite.

D. Guests must be able to use the telephone and the HSIA service at the same time with no perceived degradation in service quality.



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- E. The connection must be always available or “always on” just as any LAN connection might be in a corporate environment. The router will not need to re-authenticate after any idle period that may be encountered, CAT5 or CAT3 connections may only share the cable with the phone system in the case of a DSL installation, and the HSIA and phone connection must be available concurrently.
- F. Compatibility
The HSIA wired solution must fully support the IEEE 802.3 and IEEE 802.3u standard for wired connectivity. The HSIA wireless solution must fully support the IEEE 802.11b and IEEE 802.11g wireless connectivity standards.
- G. Any equipment installed by the HSIA provider must be tested and approved by the Underwriters Laboratory (UL). Any installation of cabling or electrical wiring must be in compliance with existing local, state, or federal codes.
- H. The HSIA provider must use hardware and software components that have been certified by HHC as meeting this standard. Only equipment certified by HHC meets standards. Equipment not certified by HHC equals not meeting standards. A list of certified equipment is included in [Standard 613.08](#).

613.04 Authentication and Content

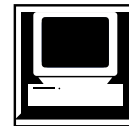
- A. Hilton Hotels Corporation (HHC) requires that, prior to being given access to the system, all users must be authenticated through a HHC approved system.
- B. The HSIA system will be configured to present the guest with the standard HHC terms of service page prior to being permitted to use the HSIA service.
- C. The HSIA system will be configured to redirect the user to a standardized brand-specific first up Web page once the user has accepted the standard terms of service.
- D. HHC shall have exclusive control over any content displayed or otherwise made available through the HSIA system. At all times, HHC will have complete veto authority over the presentation of any content or service on the HSIA system.
- E. The HSIA service must include collateral in each guest room that provides detailed instructions on accessing the HSIA service. The complimentary contact number for the Stay Connected Customer Care service must be displayed (as part of the standard collateral) at all times. All collateral placed in the hotel must meet the brand identity guidelines and be approved in advance by HHC.



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613.05 Service Requirements

- A. Monthly average system availability (up-time) must be 95 percent or greater and quarterly average system availability must be 98 percent or greater. The HSIA selected service provider must be able to provide monthly performance reporting to the hotel.
- B. The HHC selected service provider will provide on-site break-fix services, for which the hotel pays a monthly fee, to ensure that the system continues to function as intended and remains in good working order. The HSIA provider must respond to service problems within the following time frames:
 - 1. For problems that materially affect or essentially prohibit the usage or operation of the service in more than 20 percent of guest rooms, provider will, if provider has not already monitored the problem remotely and begun to resolve it, respond to hotel within four (4) hours of notification by HHC. If necessary, provider will dispatch a technician to make required repairs and said repairs must be completed within twenty-four (24) hours of notification by the hotel.
 - 2. For problems that materially affect or prohibit the usage or operation of the service in less than 20 percent of guest rooms, provider will, if it has not already monitored the problem remotely and begun to resolve it, respond to hotel within four (4) hours of notification by HHC. If necessary, provider will dispatch a technician to make required repairs and said repairs must be completed by the end of the second business day.
 - 3. Hotels are required to carry maintenance contracts on certain hardware as specified by HHC.
 - 4. HHC's selected service provider will maintain and depot spares on certain select equipment.
- C. Support services for the HSIA hardware and guest help desk function will be provided by HHC. This function will provide 24 x 7 x 365 customer support via a complimentary-to-guest 800 number and a 24 x 7 x 365 Tier II support number that is dedicated to hotel staff. All fees and costs for support and maintenance will be billed to the hotel by Hilton. Hotel will report issues to the Help Desk in a timely manner and maintain current and relevant support collateral, approved by Hilton, in guest rooms at all times. Hotel will also assist in support process as on-site resource for problem resolution. This includes a hotel-administered process to deliver a wireless bridge to the guest room when wireless coverage is determined to be an issue.
- D. Support Desk Requirements
 - 1. 90 percent of calls will be answered by a live person within 120 seconds
 - 2. Call abandonment rate will be less than two percent
 - 3. First call resolution will be greater than 90 percent



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- E. HHC will provide proactive 24 x 7 x 365 network monitoring to proactively identify and address system performance issues before hotel intervention is required. WAN circuits, routers, switches, DSLAM devices and access points will have connectivity verified at least every 15 minutes.
- F. Must be able to provide reporting to the hotel regarding the following:
 - 1. System usage (e.g., take rates per 24 hour increments)
 - 2. Bandwidth consumption (e.g., average outlets in vs. average outlets out measured daily and monthly as well as peak usage statistics)
 - 3. System up-time
 - 4. Maintenance logs
 - 5. Call center statistics
 - a. Number of calls per month
 - b. Types of calls or support issues (including diagnosis of correctable problems)
 - c. Average speed to answer
 - d. First call resolution rates
 - e. Average talk time and average resolution time

613.06 Internet Connection Requirements

- A. Qualifying circuit types will include:
 - 1. T1 circuit
 - 2. T3 circuit (full or fractional)
- B. Circuit Provisioning and Monitoring

Internet service must be upgraded in the event that the circuit is maintaining 80 percent of maximum port speed utilization for periods of more than 15 minutes at a particular time period barring any exceptional circumstances such as virus activity. Latency on the Internet circuit must not exceed 120 milliseconds to designated sites (e.g., yahoo.com).
- C. Equipment must not be in "end-of-life."
- D. All HSIA network equipment must be configured in accordance with the HHC Technical Standards documents. (See <http://stayconnected.hilton.com>.)
- E. The HSIA solution must be "plug-and-play" and engineered so that guests can obtain access to the Internet without the need to load software drivers or reconfigure their machines in any way.



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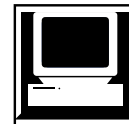
613.07 Internet Circuit Providers

The following is the bandwidth provider that has been certified and approved by HHC and meets the requirements of this standard.

AT&T provides a wide range of voice and data services. They provide frame-relay connections for OnQ connectivity, as well as T-1 and DS3 service for HSIA. In addition, they are able to provide us with a converged solution for voice and data, known as INCS (Integrated Network Connection Services).

613.08 Equipment Specifications

Available at <http://stayconnected.hilton.com>



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614.00 DMX MUSIC Distributed Audio Standards

614.01 Hilton Hotels Corporation has developed a strategic partnership with DMX MUSIC to provide audio systems, background music and messaging on-hold for all Hampton properties.

614.02 The purpose of this document is to provide a standard for all A/V equipment installed in new and existing properties. This includes but is not limited to audio and message marketing source equipment, speakers, back-cans, baffles, supports, amplification and field wiring.

The equipment list represents major equipment items for the distributed audio system. DMX MUSIC provides all necessary equipment for a complete working system.

614.03 Hampton Inn Standard System Design for New Properties

Standards include the audio brand standards set forth for both center and end lobby prototypes as well as additional sound system design options.

A. Equipment (Lobby/Common Areas) - S100

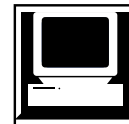
QTY	DESCRIPTION
1	DMX ProFusion X DMM provides both music and messaging on hold (zone 1 and zone 2 respectively)
1	TOA BG-1060 BGM Series Mixer-Amplifier provides adequate power for all speakers
500'	Belden 18 2C CL2P White Plenum Cable
9	DMX CM-1525R 5.25" flush-mount retro speaker and back cans in the common areas—this audio zone includes hotel lobby, breakfast area and elevator lobby on the main level only
2	DMX CM-1525R flush mount retro speakers and back cans in the Port Corche/Canopy
1	Lowell 18x20 Equipment Shelf installed in the manager's office or phone room

B. Equipment (Pool Area – Optional) shared audio zone with Fitness - S101

QTY	DESCRIPTION
2	DMX SM-105 Speakers (white) installed in the pool area
1	TOA BG-1015 Mixer-Amplifier supplies an additional music zone or level (optional)

C. Equipment (Fitness Area - Optional) shared audio zone with Pool - S102

QTY	DESCRIPTION
2	DMX CM-1525R Speakers (white) installed in the workout area
1	TOA BG-1015 supplies an additional music zone or level (optional)
1	DMX 10W Volume Control (white) located in the fitness room



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D. Equipment (Meeting Rooms - Optional) - S103

QTY	DESCRIPTION
4	DMX CM-1525R Speakers (white) installed in the meeting room area
1	TOA BG-1030 Amplifier supplies an additional music zone or level (optional)
1	DMX 100W Volume Control (white) located in the meeting rooms
1	Microphone-XLR-Input Wall-Plate for optional microphone usage (combined rooms only)

614.04 Hampton Inn & Suites Standard System Design for New Properties

Standards include the audio brand standards set forth for both center and end lobby prototypes as well as additional sound system design options.

A. Equipment (Lobby/Common Areas) - S100

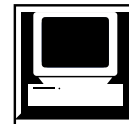
QTY	DESCRIPTION
1	DMX ProFusion X Digital Media Manager Music Source provides both music and messaging on hold (zone 1 and zone 2 respectively)
1	TOA BG-1060 BGM Series Mixer-Amplifier provides adequate power for all speakers
500'	Belden 18 2C CL2P White Plenum Cable
9	DMX CM-1525R 5.25" flush-mount Retro Speaker and Back Cans installed in the common areas -this audio zone is to include, hotel lobby, breakfast area, and elevator lobby on the main level only
2	DMX CM-1525R flush mount retro speakers and back cans installed in the Port Corche/Canopy
1	Lowell 18x20 Equipment Shelf will be provided and installed in the manager's office or phone room

B. Equipment (Pool Area – Optional) shared audio zone with Fitness - S101

QTY	DESCRIPTION
2	DMX SM-105 Speakers (white) installed in the pool area
1	TOA BG-1015 Mixer-Amplifier supplies an additional music zone or level (optional)

C. Equipment (Fitness Area - Optional) shared audio zone with Pool - S102

QTY	DESCRIPTION
1	DMX CM-1525R Speakers (white) installed in the workout area
1	TOA BG-1015 supplies an additional music zone or level (optional)
1	DMX 10W Volume Control – white located in the fitness room



Information Technology

D. Equipment (Meeting Room[s] - Optional) - S103

QTY	DESCRIPTION
4	DMX CM-1525R Speakers (white) installed in the meeting room area
1	TOA BG-1030 Amplifier supplies an additional music zone or level (optional)
1	DMX 100W Volume Control (white) located in the meeting rooms
1	Microphone-XLR-Input Wall-Plate for optional microphone usage
1	RDL Room-Combining System for locations with multiple and/or combinative meeting rooms – additional amplifiers may also be necessary

614.05 Hometown Hampton Standard System Design for New Properties

Standards include the audio brand standards equipment as well as additional sound system design options.

A. Equipment (Lobby/Common Areas) - S100

QTY	DESCRIPTION
1	DMX ProFusion X Digital Media Manager Music Source will provide both music and messaging on hold (zone 1 and zone 2 respectively)
1	TOA BG-1060 BGM Series Mixer-Amplifier provides adequate power for all speakers
500'	Belden 18 2C CL2P White Plenum Cable
7	DMX CM-1525R 5.25" flush-mount Retro Speaker and Back Cans installed in the common areas -this audio zone is to include, hotel lobby, breakfast area and elevator lobby on the main level only
2	DMX CM-1525R flush mount retro speakers and back cans installed in the Port Corche/Canopy
1 room	Lowell 18x20 Equipment Shelf will be provided and installed in the manager's office or phone room

B. Equipment (Pool Area – Optional) shared audio zone with Fitness - S101

QTY	DESCRIPTION
4	DMX SM-105 Speakers (white) installed in the pool area
1	TOA BG-1030 Mixer-Amplifier supplies an additional music zone or level (optional)

C. Equipment (Fitness Area - Optional) shared audio zone with Pool - S102

QTY	DESCRIPTION
1	DMX CM-1525R Speakers (white) installed in the workout area
1	TOA BG-1015 supplies an additional music zone or level (optional)
1	DMX 10W Volume Control – white located in the fitness room



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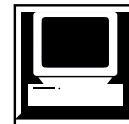
D. Equipment (Single Bay Meeting Room - Optional) - S103

QTY	DESCRIPTION
1	DMX CM-1525R Speakers (white) installed in the meeting room area
1	TOA BG-1015 Amplifier supplies an additional music zone or level (optional)
1	DMX 35W Volume Control (white) located in the meeting rooms
1	Microphone-XLR-Input Wall-Plate for optional microphone usage

E. Equipment (Large Meeting Room - Optional) - S103

QTY	DESCRIPTION
4	DMX CM-1525R Speakers (white) installed in the meeting room area
1	TOA BG-1030 Amplifier supplies an additional music zone or level (optional)
1	DMX 35W Volume Control (white) located in the meeting rooms
1	Microphone-XLR-Input Wall-Plate for optional microphone usage (combined rooms only)

- 614.06 All equipment and materials shall be new, and conform to applicable UL, CSA, FCC, and ANSI provisions. Take care during installation to prevent scratches, dents, chips, etc.; equipment with significant or disfiguring cosmetic flaws will be rejected.
- 614.07 High purity stranded copper cable; insulation dielectric appropriate to signal and code requirements; foil or braid shield. Install in plenum (metallic conduit, wire-way,) or flex, unless otherwise noted or instructed. No substitutions are allowable without specific written approval. All cable for a given wiring category shall be consistent. For example, if Belden 9464 is chosen for line level wiring, all line level wiring shall be done with this cable. Not all acceptable cables listed below may be employed in the system. Molded cable/connectors are not acceptable for audio, video, or control circuits, except computer signal interconnection or AC power cords. All equipment must be provided with signal and/or control cabling, whether or not specifically shown on the conduit and wiring drawings. The overall cable diameter is shown in inches.
- 614.08 Cable Connectors. Employ only new first quality connectors, assembled, wired, and installed according to the manufacturer's instructions. Do not mount connectors in inaccessible locations, or employ to splice cables. Connectors shall typically be keyed to prevent improper insertion, and include strain relief mechanisms which firmly grip the cable. All audio, video, and control connectors not a part of manufactured equipment (BNC, XLR, phono, video patch, card edge, multi-pin, spade lug, etc.) shall have gold plated contacts. Exceptions: 1/4" phone and audio patch plugs.
- 614.09 Hilton Hotels Corporation (or franchisee) provides drawings and schematics for the Properties as described below, DMX MUSIC will use this information as the basis for preparing their proposal. In addition to the said drawing, DMX MUSIC will need to be provided owner information including contact name, address, and hotel information including complete address, phone number, GC contact information and target build schedule.



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1. Ground floor plan
2. Core plan
3. Core reflective ceiling plan
4. Interior elevations

B. Hampton Inn & Suites

1. Ground floor plan
2. Lobby and core reflective ceiling plan
3. Interior elevations

C. Hometown Hampton

1. Ground floor plan
2. Lobby and core reflective ceiling plan
3. Interior elevations

614.10 Contact Information

DMX MUSIC

900 East Pine Street
Seattle, WA 98122

Phone (800) 687-0652

Fax (206) 328-1335

E-mail

groupmih@dmxmusic.com

614.11 Electrical Contractors and the Scheduled Work of Other Trades

Conduit; wireways; floor, wall, pull, and junction boxes; and AC power circuits and ground wiring to the A/V system power box(es), permanently installed in the building or in architectural millwork, are provided by the Electrical Contractor.

Owner to provide either an analog phone line or Ethernet connection for ProFusion X communications and updates and a music on-hold input in the specified phone system for Message Marketing OnHold by DMX MUSIC.



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